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ABSTRACT

Each year, Johnson County Community College (JCCC, Kansas) conducts follow-up studies of students who completed a JCCC career program during the previous academic year. This report summarizes findings, based on both graduates' and their employers' satisfaction with JCCC, for the follow-up study of the class of 1996-97. Out of a list of 573 graduates working in a job related to their community college program, 494 completed surveys for an adjusted response rate of 86%. These graduates identified a total of 241 employers who were subsequently surveyed by mail regarding the preparedness of JCCC employees. One hundred and seventy-eight employers returned surveys for an adjusted response rate of 74%. This report presents findings related to utilization of community college preparation, community college experiences, satisfaction with JCCC, current educational endeavors and future educational plans, and employers' perceptions of JCCC's programs and graduates. Over 83% of graduate respondents were employed in a job related to their community college career program, and another 10% were working in an unrelated job. Average annual salary for full-time employment was $28,960, with males continuing to out-earn females. More than 91% of graduates expressed satisfaction with JCCC curriculum, instruction, facilities, and faculty. Further, the vast majority of employers surveyed were satisfied with the preparation of the career program completer in their employ. Appended are tabled findings and research instruments. (AS)

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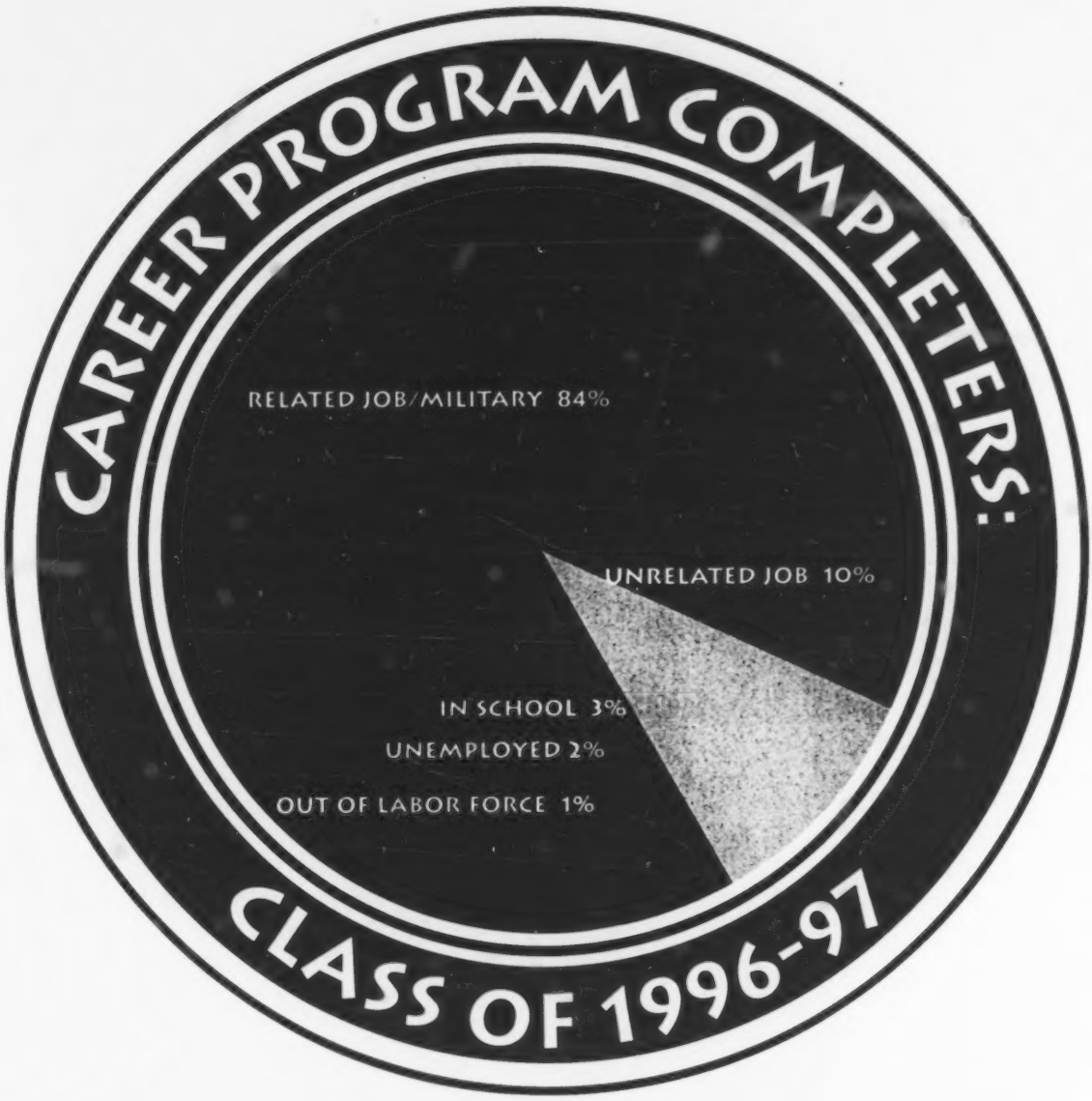

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JOHNSON COUNTY COMMUNITY COLLEGE

OFFICE OF INSTITUTIONAL RESEARCH

SEPTEMBER 1998

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FOLLOW-UP OF JCCC CAREER PROGRAM COMPLETERS

CLASS OF 1996-97

Johnson County Community College
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August 1998

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INTRODUCTION

Each year the Office of Institutional Research at Johnson County Community College, as a major component of the college's overall plan to assess institutional effectiveness, conducts follow-up studies of students who completed a JCCC career program (or a co-op program through either Penn Valley or Maple Woods Community College) during the previous academic year, and of the employers of completers who are working in a job related to their course of study. Results of these studies provide valuable insights into the effectiveness of career programs. Findings also assist the college in planning to meet the individual needs of future students and the employment needs of business and industry.

Completer Survey Methodology

A list of 713 career program completers[1] was developed in the fall of 1997 by combining lists of students earning degrees and certificates with those leaving the program with marketable skills. Completers leaving with marketable skills were identified by career program administrators in a program verification process conducted during the fall 1996 and spring 1997 semesters. Surveys and cover letters were mailed in November, with one follow-up mailing to nonrespondents in December of 1997. Efforts were made to contact remaining nonrespondents by telephone in January of 1998, and additional information secured through telephone contact with acquaintances of completers was utilized for a third mailing conducted in mid-January. The assistance of career program administrators was enlisted throughout the spring semester to locate as many remaining nonrespondents as possible.

A total of 90 former students had no opportunity to respond due to obsolete addresses and/or telephone numbers, and 50 indicated our records were in error and they had not completed a career program during the academic year, reducing the list of potential respondents to 573. Of those, 494 completed surveys for an adjusted response rate of 86%.

Employer Survey Methodology

Respondents working in a job related to their community college program identified a total of 262 employers who were subsequently surveyed by mail. The initial mailing in January and one follow-up mailing in February resulted in 21 surveys returned by the postal service as undeliverable or containing a note indicating an inability to complete the survey (completer

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[1] Note. The career program completer list excludes Burlington Northern employees, allied health certificate recipients, and police academy graduates.

unknown, new hire, no longer employed there, or disclosure of requested data against company policy), leaving 241 potential respondents. Of those, 178 returned completed surveys for an adjusted response rate of 74%.

A summary of major findings of the study follows. Tables detailing results of the completer survey are located in Appendix A, and tabled results of the employer survey may be found in Appendix B. A list of tables is provided at the start of each appendix to facilitate location of specific data, and findings are presented by career program as often as possible to enhance the usefulness of results. Caution should be exercised when generalizing these data due to the relatively small number of respondents in some programs. Findings are not necessarily representative of either the number of students enrolled in each program or the salaries of all career program completers.

Comments or questions regarding this report or previous follow-up studies of career program completers may be directed to:

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MAJOR FINDINGS

Utilization of Community College Preparation

* Over 83% of respondents were employed in a job related to their community college career program, and another 10% were working in an unrelated job. This constitutes the greatest percent of employed respondents ever recorded for a follow-up study of career program completers. Only 2% of survey respondents were unemployed and looking for work; 3% were pursuing additional education, and the remainder were serving in the military or out of the labor force all together.

* The average annual salary reported by respondents employed full-time in a related job has continued to increase incrementally over time to a high of $28,960 for the class of 1997, up from $28,246 for the class of 1996.

* Males continue to out-earn females. For the class of 1997, the overall average annual salary reported by males was 7% higher than that reported by females ($30,160 vs. $28,245). Where data were available for both, female respondents reported higher average earnings than males in seven career fields: accounting, business administration, communication design, hospitality management, M.I.C.T./paramedic, paralegal, and respiratory care.

* The majority of respondents working in a related job had ***not*** been employed in their current job prior to attending JCCC (74%), were working in their first full-time job in their chosen career field (55%), and had been employed in their current job for one year or less (58%).

* Most respondents who were employed full-time in a related job were happy with their work. Eight out of ten respondents rated most aspects of their job as excellent or good, and 86% expressed satisfaction with their current job.

Community College Experiences

* The median age of respondents (32.0 years), the median length of time enrolled in their career program (4 semesters), and the median number of credit hours completed (60 to 65) have remained essentially the same throughout the 1990's. However, the percent who earned associate degrees decreased substantially, from 64% in 1996 to 52% in 1997. This decrease is primarily attributable to the popularity of the new information technology certificate programs.

* Eight out of ten respondents reported improvement in their self-confidence and decision making skills, and over 70% reported improvement in their knowledge of the arts and sciences, oral communication skills, time management skills, and in clarifying their personal values and goals as a result of their community college experiences.

Satisfaction With JCCC

* The overwhelming majority of respondents were satisfied with JCCC. Nearly 92% indicated JCCC was their first choice college to attend and, if starting now, 93% would attend JCCC again. Fully 97% would recommend JCCC to friends, and nearly 87% would encourage their own children to attend JCCC.

* Over 91% of respondents expressed satisfaction with the college's facilities and equipment, and nine out of ten expressed satisfaction with the course content, quality of instruction, helpfulness and individual attention of the faculty, and the variety of courses. Approximately eight out of ten respondents also expressed satisfaction with the usefulness and relevance of the coursework and the convenience of class scheduling.

Current Educational Endeavors and Future Educational Plans

* A substantial number of respondents were either already pursuing additional education or planned to do so within the next year. Despite recent completion of a career program, over 32% of respondents were currently enrolled in classes and, of those, 61% were attending JCCC. Nearly 58% of survey respondents planned to enroll again within the next year and, of those, 66% planned to return to JCCC.

Employer Perceptions

* The vast majority of employers were satisfied with the preparation of the career program completer in their employ. Nine out of ten rated the overall job preparation as excellent or good, and less than 6% of employers rated any aspect of their employee's job preparation as poor.

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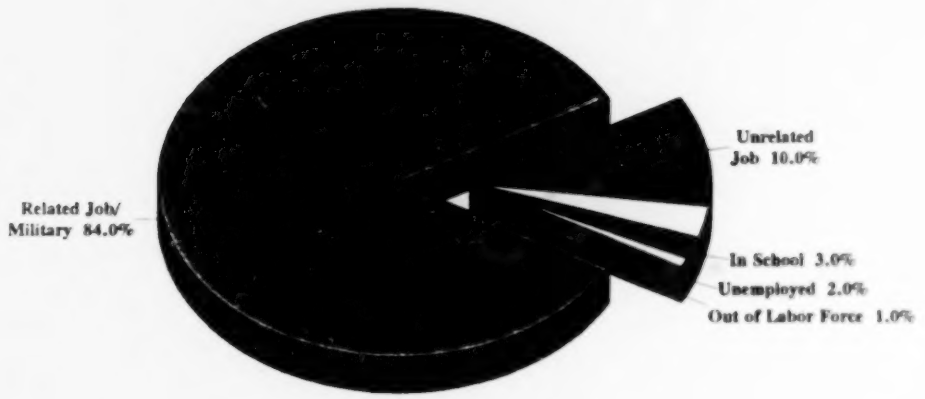
CURRENT STATUS

What percent of career program completers are working in a job related to their course of study, and what are the other completers doing?

One of the primary purposes of conducting annual follow-up studies of career program completers is to determine how they utilize the skills developed through their course of study. Figure 1 depicts the current status of respondents to this year's follow-up study. Note that 84% were working in a job related to their course of study or serving in the military, and just 2% were unemployed and looking for work.

Table 2 in Appendix A details results and comparisons of findings for the past 10 years. The percent of completers who were employed either in related or unrelated jobs has remained essentially the same since 1992. Of note is the fact that the 1997 results constituted the greatest percent of employed respondents ever recorded for a JCCC short-term follow-up study of career program completers.

Figure 1
Current Status



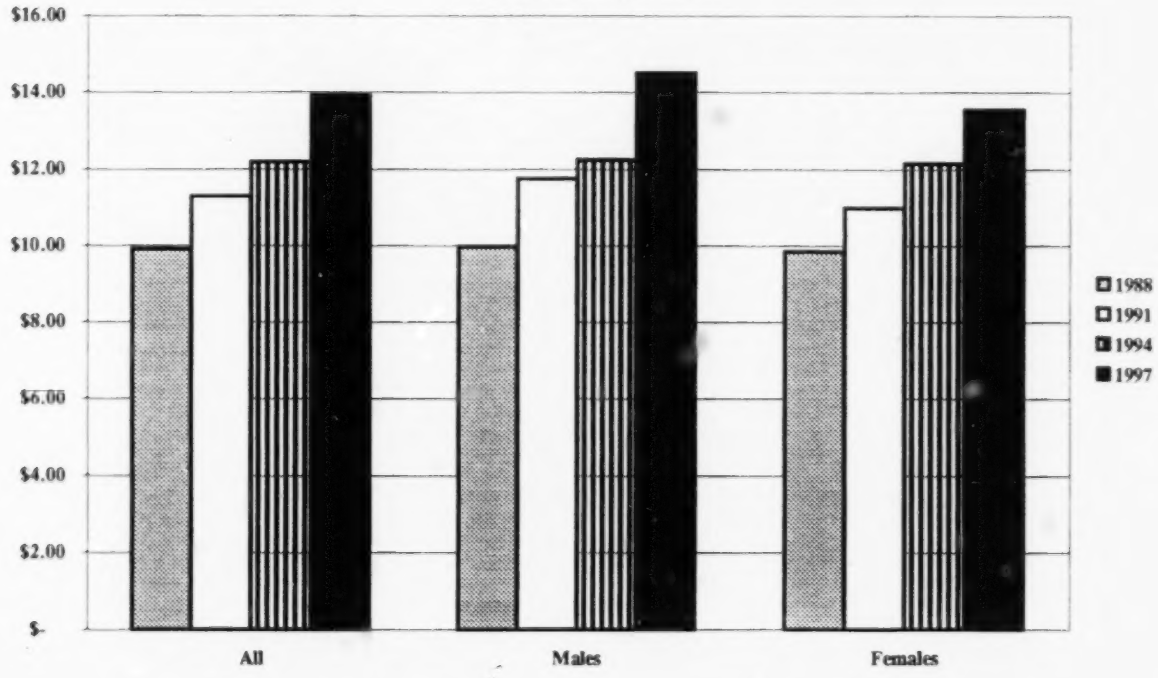
AVERAGE HOURLY WAGE

How much money does the average career program completer who is employed full-time in a related job earn?

The hourly wage data collected in the follow-up studies of career program completers is required for state and federal reporting, and is also an important component of the periodic employment, salary, and placement data provided by the college to assist students in making informed career choices.

As Figure 2 depicts, the average hourly wage reported by respondents employed full-time in a related job has continued to increase year after year, from $9.90 for the class of 1988, to $13.92 for the class of 1997. This constitutes a 41% increase in the average wage over the 10 year period. The average reported wage can differ substantially from one career program to another, and for males compared to females. See Tables 4, 8 and 9 in Appendix A for detailed findings.

Figure 2
Average Hourly Wage

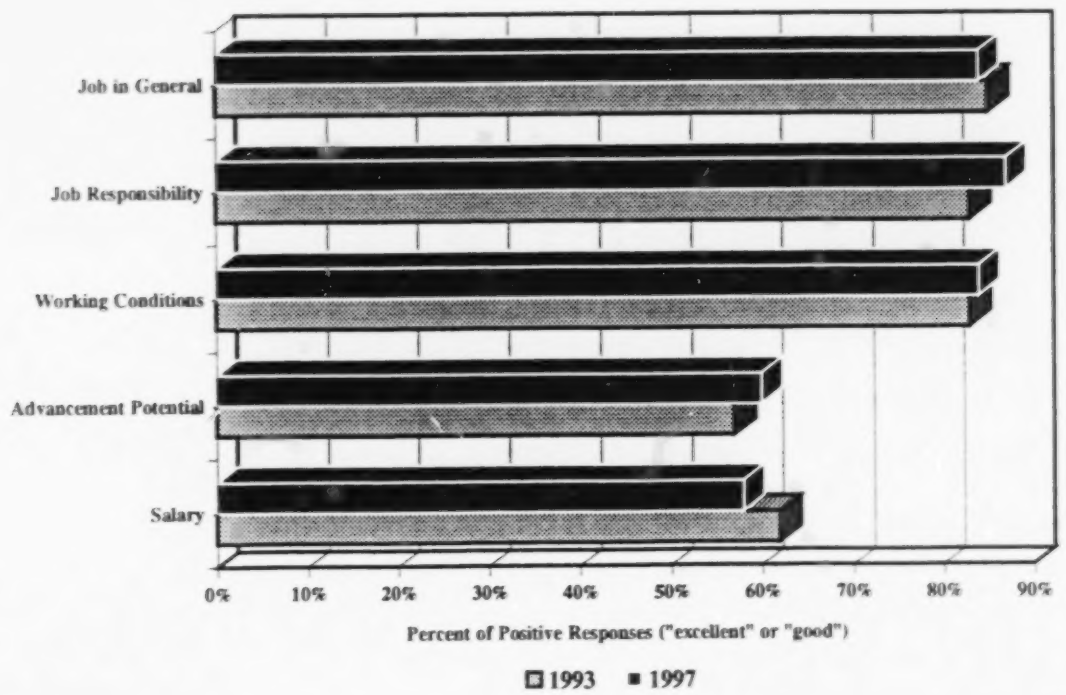


PERCEPTIONS OF CURRENT JOB

How positively do respondents view their current full-time job in a career field related to their course of study?

Another important objective of the annual follow-up study of career program completers is to ascertain respondent perceptions of their current full-time related job. As Figure 3 depicts, respondent perceptions of various aspects are once more very positive, and have exhibited little change over time. Note that respondents' evaluations of their job responsibility, working conditions, and advancement potential have improved somewhat compared to 5 years ago. Tables 10 to 15 in Appendix A provide detailed results of findings by program.

Figure 3
Perceptions of Current Job

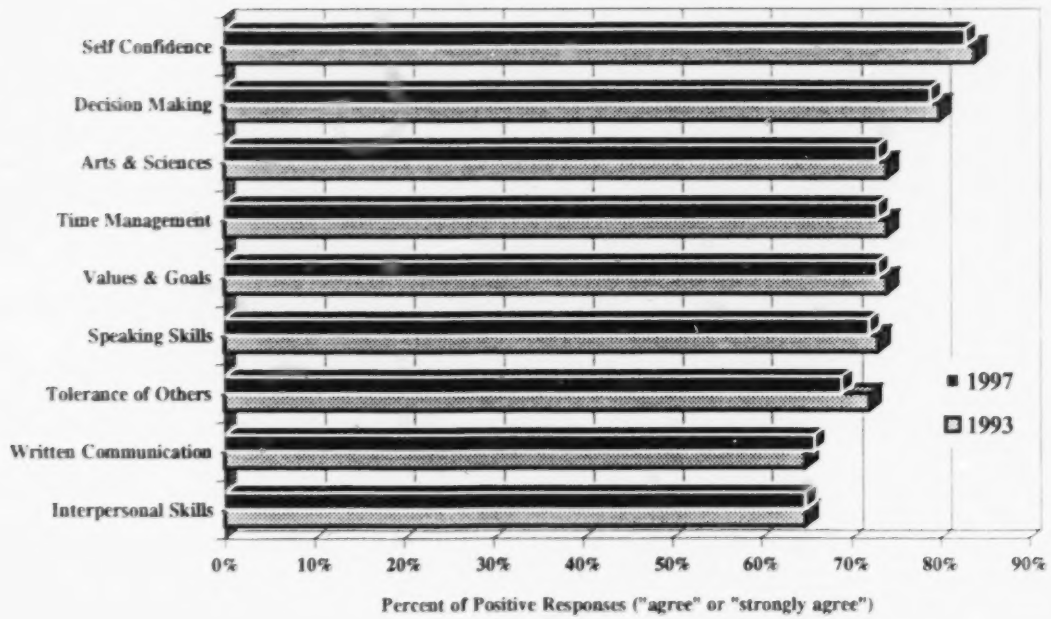


PERCEPTIONS OF COLLEGE EXPERIENCES

In what specific areas do career program completers perceive themselves as having benefited from their community college experiences?

Respondents were asked to indicate how much they agreed that the community college had helped them to accomplish a variety of "typical" goals students have for their college experiences. As Figure 4 depicts, the majority of respondents reported improvement in a variety of cognitive and noncognitive behaviors, and these findings have exhibited little change over time. Two out of three respondents to this year's follow-up study reported improvement in all nine variables, with the greatest improvement reported in their self-confidence (83%) and decision-making skills (79%). See Table 19 in Appendix A for detailed results.

Figure 4
Perceptions of College Experiences



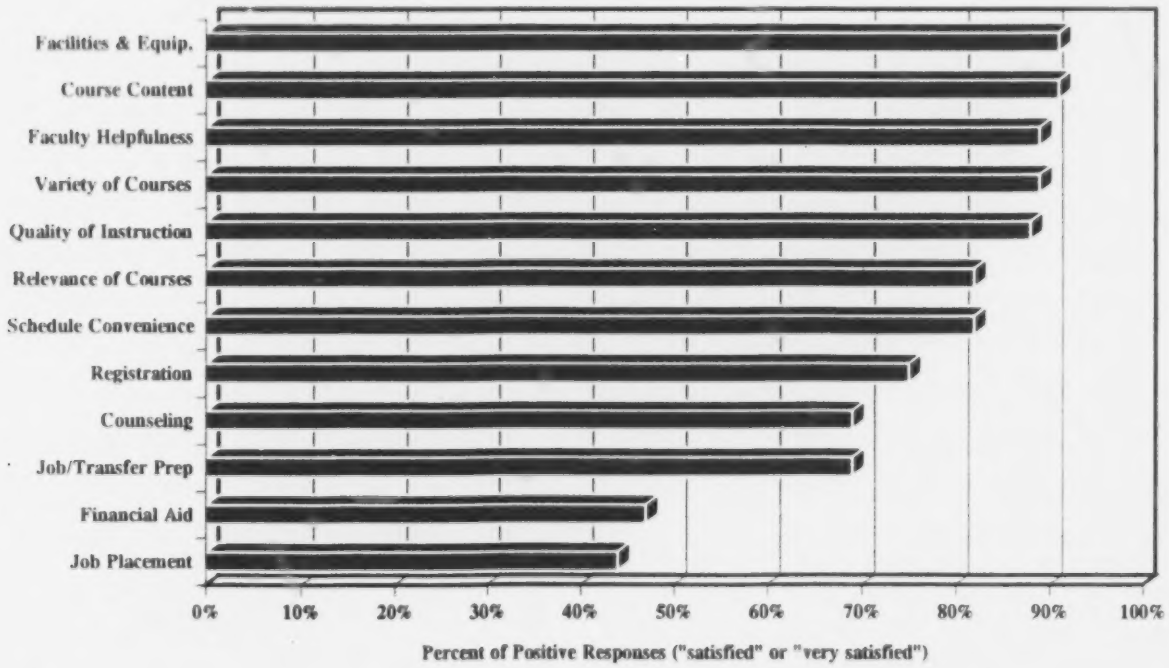
SATISFACTION WITH THE COMMUNITY COLLEGE

How satisfied were the 1997 career program completers with their community college experiences?

An important component of the ongoing assessment of institutional effectiveness conducted by the JCCC Office of Institutional Research relates to former students' satisfaction with a number of aspects of their experiences at the college.

As Figure 5 depicts, seven out of ten respondents expressed satisfaction with 10 of the 12 facets of typical community college experiences. The relatively low percent of respondents expressing satisfaction with job placement services and the availability of financial aid may at least partially be attributable either to the percent of respondents who had not had occasion to fully utilize these services or the inability of some students to qualify for aid or find jobs. Of note is the fact that over 42% of respondents replying to the question on financial aid and 47% of users evaluating job placement services indicated they were neither satisfied nor dissatisfied, and only 11% and 10%, respectively, indicated dissatisfaction with these services. See Tables 20 to 28 in Appendix A for detailed results of findings.

Figure 5
Satisfaction With the Community College

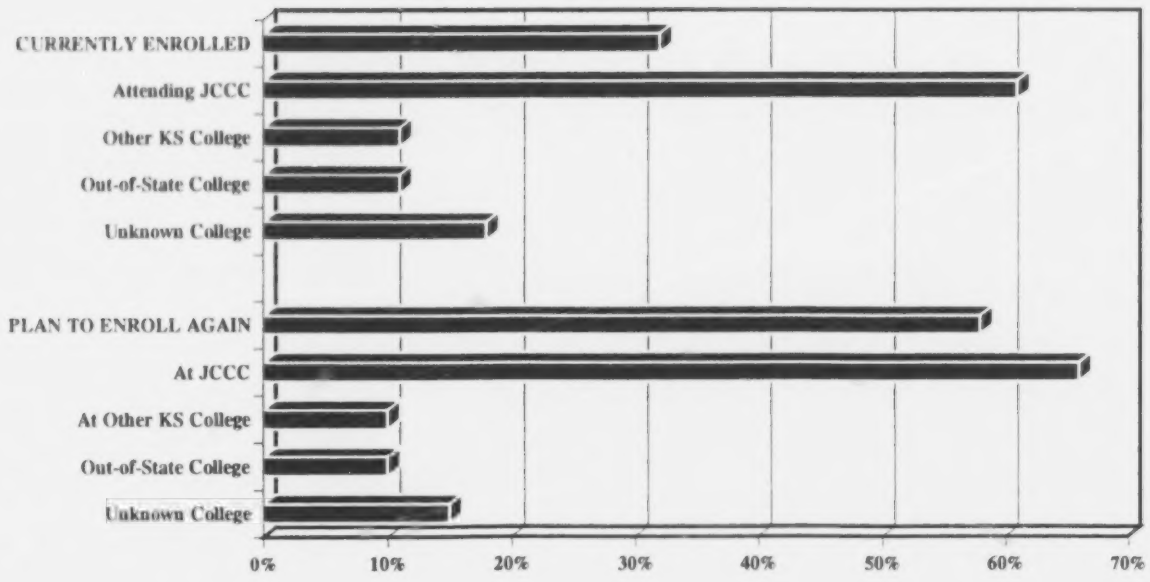


How many career program completers continue their educational pursuits after leaving the community college?

Completion of an educational program does not necessarily mean the end of educational pursuits, particularly with the recent strong emphasis on lifelong learning and maintenance of an educated workforce. As Figure 6 depicts, over 32% of the 1997 career program completers responding to the survey were currently enrolled, and 58% planned to enroll again within the next year. Only 20% of respondents indicated no plans to pursue additional education.

Note that 61% of those currently enrolled were attending JCCC, and 66% of those planning to enroll within the next year planned to return to JCCC. See Tables 29 and 30 in Appendix A for detailed results of these findings.

Figure 6
Educational Endeavors and Plans



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EMPLOYER PERCEPTIONS

How well do employers feel their employee has been prepared for the workplace?

Each year employers of recent career program completers are asked to evaluate the effectiveness of the preparation their employees received at the community college, and to offer suggestions for enhancing the program to meet the ever-changing technological requirements in most career fields. In this way, JCCC is aided in maintaining up-to-date, high quality programs designed to meet the needs of the workplace.

As Figure 7 depicts, employers have continued to be overwhelmingly positive in their evaluations of all aspects of their employee's preparation. See Tables 32 to 37 in Appendix B for detailed results by career program.

Figure 7
Employer Perceptions

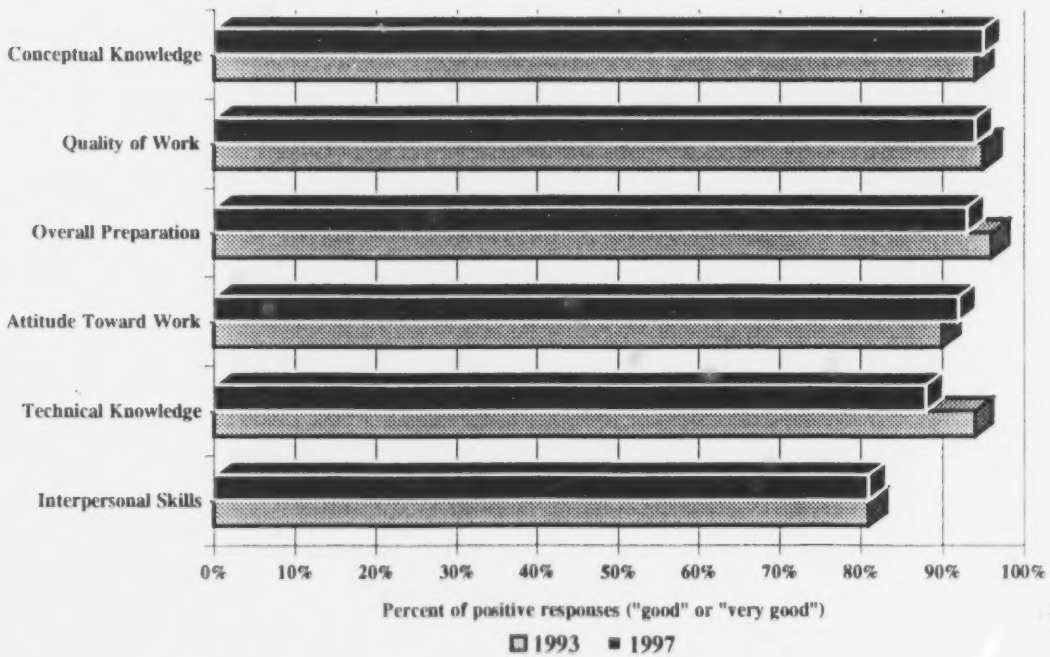

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Table 1

DEMOGRAPHIC PROFILE

			Number of Responses	Percent
Sex				
Male			188	38.1%
Female			300	60.7
Unknown			6	1.2
Age				
17 to 20 years old			19	3.8%
21 to 25			116	23.5
26 to 30			88	17.8
31 to 35			64	13.0
36 to 40			69	14.0
41 to 50			105	21.3
Over 50			23	4.7
Unknown			10	1.9
	Mean	33.4 years		
	Median	32.0 years		
Race/Ethnic Group				
White			451	91.3%
Hispanic			10	2.0
Asian or Pacific Islander			11	2.2
American Indian or Alaskan			9	1.8
African American			7	1.4
Unknown			6	1.3
Marital Status				
Never married			168	34.0%
Currently married			254	51.4
Previously married			55	11.1
Unknown			17	3.4

Table 2

CURRENT STATUS

	Number of Responses	Employed in Job Related to Training	Employed in Job Unrelated to Training	Pursuing Additional Education	Unemployed; Not Pursuing Education	Not in Labor Force; Not Pursuing Ed.	Military
Accounting	17	76.5%	17.6%	0.0%	0.0%	5.9%	0.0%
Administration of Justice	3	66.7	33.3	0.0	0.0	0.0	0.0
Automotive Technology	3	100.0	0.0	0.0	0.0	0.0	0.0
Business Administration	16	93.8	6.2	0.0	0.0	0.0	0.0
Business Entrepreneurship	1	0.0	100.0	0.0	0.0	0.0	0.0
Chef Apprentice	7	100.0	0.0	0.0	0.0	0.0	0.0
Civil Engineering Technology	1	100.0	0.0	0.0	0.0	0.0	0.0
Communication Design	20	80.0	5.0	5.0	10.0	0.0	0.0
Construction Management	2	50.0	0.0	50.0	0.0	0.0	0.0
Cosmetology	3	100.0	0.0	0.0	0.0	0.0	0.0
Dental Hygiene	15	100.0	0.0	0.0	0.0	0.0	0.0
Drafting Technology	11	90.9	9.1	0.0	0.0	0.0	0.0
Electrical Technology	6	100.0	0.0	0.0	0.0	0.0	0.0
Electronics Technology	18	88.9	11.1	0.0	0.0	0.0	0.0
Emergency Medical Technology	55	43.6	36.4	10.9	5.5	0.0	3.6
Fashion Merchandising	5	80.0	0.0	20.0	0.0	0.0	0.0
Fire Science	11	54.5	27.3	0.0	9.1	0.0	9.1
Grounds & Turf Management	1	0.0	100.0	0.0	0.0	0.0	0.0
HVAC Technology	13	92.3	7.7	0.0	0.0	0.0	
Health Information Technology	1	100.0	0.0	0.0	0.0	0.0	0.0
Hospitality Management	9	100.0	0.0	0.0	0.0	0.0	0.0%
Information Systems	62	91.9	3.2	0.0	1.6	1.6	1.6
Information Technology	46	91.3	6.5	0.0	0.0	2.2	0.0
Interior Merchandising	10	90.0	0.0	0.0	10.0	0.0	0.0
Interpreter Training	7	85.7	14.3	0.0	0.0	0.0	0.0
Licensed Practical Nurse (LPN)	14	78.6	0.0	21.4	0.0	0.0	0.0

Note. Employed respondents who were also pursuing additional education appear in the appropriate employment category only. Unknowns have been excluded.

Table 2 (Continued)

CURRENT STATUS

	Number of Responses	Employed in Job Related to Training	Employed in Job Unrelated to Training	Pursuing Additional Education	Unemployed; Not Pursuing Education	Not in Labor Force; Not Pursuing Ed.	Military
Marketing & Management	3	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Metal Fabrication	1	0.0	100.0	0.0	0.0	0.0	0.0
M.I.C.T. (Paramedic)	16	100.0	0.0	0.0	0.0	0.0	0.0
Nursing	38	94.8	2.6	0.0	2.6	0.0	0.0
Occupational Therapy Asst..	3	100.0	0.0	0.0	0.0	0.0	0.0
Office Systems Technology	22	86.4	0.0	9.1	0.0	4.5	0.0
Paralegal	37	83.8	13.5	0.0	2.7	0.0	0.0
Printing Technology	1	100.0	0.0	0.0	0.0	0.0	0.0
Respiratory Care	11	90.9	0.0	0.0	0.0	9.1	0.0
Veterinary Technology	2	50.0	0.0	0.0	50.0	0.0	0.0
1997 totals (36 programs)	491	83.1%	10.0%	2.9%	2.2%	1.0%	0.8%
1996 (30 programs)	399	79.2	11.0	4.8	2.5	1.3	1.3
1995 (31 programs)	506	82.2	8.1	3.6	2.4	3.4	0.4
1994 (30 programs)	546	82.2	9.2	3.8	2.7	1.8	0.3
1993 (34 programs)	515	82.7	8.9	5.4	1.6	0.6	0.8
1992 (35 programs)	494	80.3	9.6	4.3	3.5	1.0	1.4
1991 (33 programs)	480	74.2	8.5	9.6	4.0	2.7	1.0
1990 (35 programs)	411	81.5	6.3	5.8	3.4	2.7	0.3
1989 (32 programs)	329	79.2	11.0	3.4	4.0	1.8	0.6
1988 (32 programs)	312	80.1	6.1	4.8	6.1	2.2	0.7

Note. Employed respondents who were also pursuing additional education appear in the appropriate employment category only. Unknowns have been excluded.

Table 3

USE OF CAREER PROGRAM SKILLS

	Number of Responses	On the Job	Volunteer Work	Not Using Skills/Other
Accounting	17	76.5%	0.0%	23.5%
Administration of Justice	3	33.3	0.0	66.7
Automotive Technology	3	66.7	0.0	33.3
Business Administration	16	93.8	0.0	6.2
Business Entrepreneurship	1	100.0	0.0	0.0
Chef Apprentice	7	100.0	0.0	0.0
Civil Engineering Technology	1	0.0	0.0	100.0
Communication Design	20	85.0	5.0	10.0
Construction Technology	2	50.0	0.0	50.0
Cosmetology	3	100.0	0.0	0.0
Dental Hygiene	15	100.0	0.0	0.0
Drafting Technology	11	90.9	0.0	9.1
Electrical Technology	6	100.0	0.0	0.0
Electronics Technology	18	77.8	0.0	22.2
Emergency Medical Technology	55	34.5	31.0	34.5
Fashion Merchandising	5	80.0	0.0	20.0
Fire Science	11	72.7	9.1	18.2
Grounds & Turf Management	1	0.0	0.0	100.0
Health Information Technology	1	100.0	0.0	0.0
HVAC Technology	13	69.2	0.0	30.8
Hospitality Management	9	100.0	0.0	0.0
Information Systems	62	85.5	1.5	13.0
Information Technology	46	84.8	0.0	15.2
Interior Merchandising	10	90.0	0.0	10.0
Interpreter Training	7	85.7	14.3	0.0
Licensed Practical Nurse (LPN)	14	78.6	0.0	21.4
Marketing & Management	4	75.0	0.0	25.0
Metal Fabrication	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	16	100.0	0.0	0.0
Nursing	38	97.4	0.0	2.6
Occupational Therapy Asst.	3	100.0	0.0	0.0
Office Systems Technology	23	87.0	0.0	13.0
Paralegal	37	73.0	0.0	27.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	90.9	0.0	9.1
Veterinary Technology	2	50.0	0.0	50.0
Totals	493	79.5%	4.3%	16.2%

Note. Numbers and percentages reflect responses to this question only, excluding unknowns.

Table 4

EMPLOYMENT PROFILE OF RESPONDENTS EMPLOYED IN FULL-TIME RELATED JOBS

	Number of Responses	Percent
Length of Time on Current Job		
6 months or less	104	30.7%
7 to 12 months	91	26.8
1 to 2 years	48	14.2
2 to 4 years	27	8.0
Over 4 years	56	16.5
Unknown	13	3.8
First Full-Time Job in Career Field		
Yes	187	55.2%
No	151	44.5
Unknown	1	0.3
Hourly Wage of Respondents Employed Full-Time in Related Job		
Under $7.00 per hour	11	3.2%
7.01 - 8.00	13	3.8
8.01 - 9.00	17	5.0
9.01 - 10.00	40	11.8
10.01 - 11.00	29	8.6
11.01 - 12.00	30	8.8
12.01 - 13.00	21	6.2
13.01 - 14.00	21	6.2
14.01 - 15.00	22	6.5
Over 15.00	111	32.7
Unknown	24	7.2

Class of 1997 average hourly wage = $13.92 ($28,960/year)
Class of 1996 = $13.58 ($28,246/year)
Class of 1995 = $12.81 ($26,665/year)
Class of 1994 = $12.18 ($25,334/year)
Class of 1993 = $11.86 ($24,669/year)
Class of 1992 = $11.47 ($23,858/year)
Class of 1991 = $11.28 ($23,462/year)
Class of 1990 = $10.67 ($22,194/year)
Class of 1989 = $10.36 ($21,549/year)
Class of 1988 = $9.90 ($20,592/year)

Table 5

CURRENT EMPLOYMENT STATUS OF RESPONDENTS WORKING IN RELATED JOB

	Number of Responses	Part-Time	Full-Time
Accounting	13	0.0%	100.0%
Administration of Justice	1	0.0	100.0
Automotive Technology	2	0.0	100.0
Business Administration	15	6.7	93.3
Chef Apprentice	7	0.0	100.0
Communication Design	15	6.7	93.3
Construction Management	1	100.0	0.0
Cosmetology	3	33.3	66.7
Dental Hygiene	15	6.7	93.3
Drafting Technology	10	20.0	80.0
Electrical Technology	6	0.0	100.0
Electronics Technology	15	0.0	100.0
Emergency Medical Technology	15	46.7	53.3
Fashion Merchandising	4	25.0	75.0
Fire Science	7	14.3	85.7
HVAC Technology	10	0.0	100.0
Health Information Technology	1	0.0	100.0
Hospitality Management	9	0.0	100.0
Information Systems	54	9.3	90.7
Information Technology	42	9.5	90.5
Interior Merchandising	9	11.1	88.9
Interpreter Training	6	50.0	50.0
Licensed Practical Nurse (LPN)	11	36.4	63.6
Marketing & Management	3	0.0	100.0
M.I.C.T. (Paramedic)	16	6.3	93.7
Nursing	36	22.2	77.8
Occupational Therapy Asst.	3	33.3	66.7
Office Systems Technology	18	27.8	72.2
Paralegal	29	3.4	96.6
Printing Technology	1	0.0	100.0
Respiratory Care	10	0.0	100.0
Veterinary Technology	1	0.0	100.0
Totals	388	12.6%	87.4%

Table 6

CURRENT RELATED JOB ATTAINED PRIOR TO ATTENDING JCCC

	Number of Responses	Yes	No
Accounting	13	30.8%	69.2%
Administration of Justice	1	0.0	100.0
Automotive Technology	2	0.0	100.0
Business Administration	15	20.0	80.0
Chef Apprentice	7	28.6	71.4
Communication Design	15	0.0	100.0
Construction Management	1	0.0	100.0
Cosmetology	3	0.0	100.0
Dental Hygiene	15	0.0	100.0
Drafting Technology	10	20.0	80.0
Electrical Technology	6	16.7	83.3
Electronics Technology	15	26.7	73.3
Emergency Medical Technology	14	42.9	57.1
Fashion Merchandising	4	25.0	75.0
Fire Science	7	71.4	28.6
HVAC Technology	9	33.3	66.7
Health Information Technology	1	0.0	100.0
Hospitality Management	9	22.2	77.8
Information Systems	54	40.7	59.3
Information Technology	42	40.5	59.5
Interior Merchandising	9	22.2	77.8
Interpreter Training	6	16.7	83.3
Licensed Practical Nurse (LPN)	11	9.1	90.9
Marketing & Management	3	0.0	100.0
M.I.C.T. (Paramedic)	16	37.5	62.5
Nursing	36	11.1	88.9
Occupational Therapy Asst.	3	0.0	100.0
Office Systems Technology	18	11.1	88.9
Paralegal	29	34.5	65.5
Printing Technology	1	100.0	0.0
Respiratory Care	10	10.0	90.0
Veterinary Technology	1	0.0	100.0
Totals	386	25.9%	74.1%

Note. Results detail responses to this question only, excluding unknowns.

Table 7

JOB HUNTING EXPERIENCES

	Number of Responses	Percent
Used JCCC Career Center Services While Attending JCCC		
Yes	243	49.2%
No	248	50.2
Unknown	3	0.6
Other Assistance With Job Search[1]		
Got the job myself, no help	183	51.5%
Family and/or friends	89	25.1
Career program administrators and/or instructors	67	18.9
Instruction or workshops on resume writing, interviewing skills, etc.	31	8.7
Other job placement services	19	5.4
Community college job placement services	18	5.1
Other	17	4.8

[1] Note. Results provided for employed respondents only. Multiple response item; numbers and percentages are not additive.

Table 8

AVERAGE HOURLY WAGE BY SEX AND PROGRAM OF RESPONDENTS EMPLOYED FULL-TIME IN RELATED JOB

	Number of Responses	Overall Average Wage	Males	Females
Accounting	13	$12.27	$11.25	$12.45
Administration of Justice	1	13.00	0.0	13.00
Automotive Technology	2	11.54	11.54	0.0
Business Administration	14	11.96	8.77	12.83
Chef Apprentice	7	12.60	13.65	10.50
Communication Design	14	12.94	12.60	13.16
Cosmetology	2	14.00	0.0	14.00
Dental Hygiene	14	22.30	25.00	22.10
Drafting Technology	8	13.18	16.13	10.23
Electrical Technology	6	15.08	15.08	0.0
Electronics Technology	15	13.41	13.52	12.00
Emergency Medical Technology	8	9.45	9.99	8.73
Fashion Merchandising	3	8.59	0.0	8.59
Fire Science	6	16.24	16.29	16.00
HVAC Technology	10	15.41	15.41	0.0
Health Information Technology	1	11.00	0.0	11.00
Hospitality Management	9	11.16	11.08	11.33
Information Systems	49	13.94	14.70	13.52
Information Technology	38	17.97	18.48	16.73
Interior Merchandising	8	10.48	0.0	10.48
Interpreter Training	3	11.76	0.0	11.76
Licensed Practical Nurse (LPN)	7	10.71	0.0	10.71
Marketing & Management	3	8.91	0.0	8.91
M.I.C.T. (Paramedic)	15	12.40	10.78	15.31
Nursing	28	15.77	16.17	15.73
Occupational Therapy Asst..	2	12.23	0.0	12.23
Office Systems Technology	13	10.10	0.0	10.10
Paralegal	28	12.49	11.50	12.57
Printing Technology	1	12.92	12.92	0.0
Respiratory Care	10	14.48	14.12	14.59
Veterinary Technology	1	10.00	0.0	10.00
Totals	339	$13.92	$14.50	$13.56

Note. Results detail responses to this question only, excluding unknowns.

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Table 9

AVERAGE HOURLY ENTRY-LEVEL WAGE OF RESPONDENTS EMPLOYED FULL-TIME IN RELATED JOB

	Number of Responses	Average Hourly Wage
Accounting	7	$ 9.66
Automotive Technology	2	11.54
Business Administration	4	8.76
Chef Apprentice	3	10.00
Communication Design	7	13.46
Cosmetology	2	14.00
Dental Hygiene	13	22.33
Drafting Technology	5	13.28
Electrical Technology	2	12.00
Electronics Technology	7	14.64
Emergency Medical Technology	6	7.82
Fashion Merchandising	1	7.50
Fire Science	1	7.00
HVAC Technology	4	14.13
Hospitality Management	5	11.91
Information Systems	24	12.22
Information Technology	20	17.76
Interior Merchandising	3	12.12
Interpreter Training	2	9.64
Licensed Practical Nurse (LPN)	7	10.71
Marketing & Management	1	7.50
M.I.C.T. (Paramedic)	11	12.17
Nursing	24	15.69
Occupational Therapy	2	12.23
Office Systems Technology	9	9.97
Paralegal	13	11.48
Respiratory Care	10	14.48
Totals	195	$13.59

Note. Entry-level wage is defined as earnings of respondents employed in current job one year or less. Results detail responses to this question only, excluding unknowns.

Table 10

EVALUATION OF WORKING CONDITIONS BY RESPONDENTS EMPLOYED FULL-TIME IN RELATED JOB

	Number of Responses	Excellent or Good	Average	Fair or Poor
Accounting	13	92.3%	7.7%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	2	40.0	50.0	0.0
Business Administration	14	92.9	7.1	0.0
Chef Apprentice	7	71.4	28.6	0.0
Communication Design	14	92.9	0.0	7.1
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	14	100.0	0.0	0.0
Drafting Technology	8	100.0	0.0	0.0
Electrical Technology	6	33.3	50.0	16.7
Electronics Technology	15	86.7	0.0	13.3
Emergency Medical Technology	8	87.5	12.5	0.0
Fashion Merchandising	3	100.0	0.0	0.0
Fire Science	6	83.3	0.0	16.7
HVAC Technology	10	70.0	10.0	20.0
Health Information Technology	1	0.0	0.0	100.0
Hospitality Management	9	88.9	11.1	0.0
Information Systems	49	87.8	6.1	6.1
Information Technology	37	86.5	5.4	8.1
Interior Merchandising	8	87.5	12.5	0.0
Interpreter Training	3	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	7	85.7	0.0	14.3
Marketing & Management	3	66.7	33.3	0.0
M.I.C.T. (Paramedic)	15	80.0	20.0	0.0
Nursing	28	75.0	10.7	14.3
Occupational Therapy Asst.	2	100.0	0.0	0.0
Office Systems Technology	13	61.5	30.8	7.7
Paralegal	28	82.1	14.3	3.6
Printing Technology	1	0.0	0.0	100.0
Respiratory Care	10	90.0	10.0	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	338	83.7%	9.8%	6.5%

Note. Results detail responses to this question only, excluding unknowns.

Table 11

EVALUATION OF JOB RESPONSIBILITY BY RESPONDENTS EMPLOYED FULL-TIME IN RELATED JOB

	Number of Responses	Excellent or Good	Average	Fair or Poor
Accounting	13	92.3%	7.7%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technolog	2	100.0	0.0	0.0
Business Administration	14	92.9	7.1	0.0
Chef Apprentice	7	71.4	14.3	14.3
Communication Design	14	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	14	85.7	14.3	0.0
Drafting Technology	8	87.5	0.0	12.5
Electrical Technology	6	83.3	16.7	0.0
Electronics Technology	15	86.7	0.0	13.3
Emergency Medical Technology	8	87.5	12.5	0.0
Fashion Merchandising	3	100.0	0.0	0.0
Fire Science	6	100.0	0.0	0.0
HVAC Technology	10	100.0	0.0	0.0
Health Information Technology	1	0.0	0.0	100.0
Hospitality Management	9	88.9	11.1	0.0
Information Systems	49	87.8	8.2	4.0
Information Technology	37	91.9	2.7	5.4
Interior Merchandising	8	100.0	0.0	0.0
Interpreter Training	3	33.3	33.3	33.3
Licensed Practical Nurse (LPN)	7	85.7	0.0	14.3
Marketing & Management	3	100.0	0.0	0.0
M.I.C.T. (Paramedic)	15	100.0	0.0	0.0
Nursing	27	70.4	11.1	18.5
Occupational Therapy Asst.	2	100.0	0.0	0.0
Office Systems Technology	13	69.2	15.4	15.4
Paralegal	28	78.6	10.7	10.7
Printing Technology	1	0.0	0.0	100.0
Respiratory Care	10	90.0	10.0	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	337	86.6%	6.8%	6.6%

Note. Results detail responses to this question only, excluding unknowns.

Table 12

EVALUATION OF ADVANCEMENT POTENTIAL BY RESPONDENTS EMPLOYED FULL-TIME IN RELATED JOB

	Number of Responses	Excellent or Good	Average	Fair or Poor
Accounting	12	66.7%	25.0%	8.3%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	2	0.0	50.0	50.0
Business Administration	14	64.3	21.4	14.3
Chef Apprentice	7	57.1	0.0	42.9
Communication Design	14	92.9	0.0	7.1
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	14	42.9	21.4	35.7
Drafting Technology	8	62.5	12.5	25.0
Electrical Technology	6	33.3	16.7	50.0
Electronics Technology	15	60.0	6.7	33.3
Emergency Medical Technology	8	50.0	37.5	12.5
Fashion Merchandising	3	100.0	0.0	0.0
Fire Science	6	66.7	0.0	33.3
HVAC Technology	10	60.0	0.0	40.0
Health Information Technology	1	0.0	0.0	100.0
Hospitality Management	9	55.6	11.1	33.3
Information Systems	48	66.7	14.6	18.7
Information Technology	37	62.2	13.5	24.3
Interior Merchandising	8	50.0	12.5	37.5
Interpreter Training	3	33.3	33.3	33.3
Licensed Practical Nurse (LPN)	6	66.6	16.7	16.7
Marketing & Management	3	66.7	33.3	0.0
M.I.C.T. (Paramedic)	15	66.7	13.3	20.0
Nursing	28	53.6	14.3	32.1
Occupational Therapy Asst.	2	0.0	100.0	0.0
Office Systems Technology	13	61.5	23.1	15.4
Paralegal	28	50.0	25.0	25.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	10	60.0	0.0	40.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	335	60.3%	15.2%	24.5%

Note. Results detail responses to this question only, excluding unknowns.

Table 13

EVALUATION OF SALARY BY RESPONDENTS EMPLOYED FULL-TIME IN RELATED JOB

	Number of Responses	Excellent or Good	Average	Fair or Poor
Accounting	13	61.5%	30.8%	7.7%
Administration of Justice	1	0.0	100.0	0.0
Automotive Technology	2	50.0	50.0	0.0
Business Administration	14	50.0	42.9	7.1
Chef Apprentice	7	57.1	28.6	14.3
Communication Design	14	85.8	7.1	7.1
Cosmetology	2	50.0	50.0	0.0
Dental Hygiene	14	100.0	0.0	0.0
Drafting Technology	8	50.0	37.5	12.5
Electrical Technology	6	33.3	50.0	16.7
Electronics Technology	15	46.7	53.3	0.0
Emergency Medical Technology	8	12.5	75.0	12.5
Fashion Merchandising	3	100.0	0.0	0.0
Fire Science	6	50.0	16.7	33.3
HVAC Technology	10	40.0	20.0	40.0
Health Information Technology	1	0.0	0.0	100.0
Hospitality Management	9	44.4	33.3	22.3
Information Systems	49	65.3	20.4	14.3
Information Technology	37	59.5	16.2	24.3
Interior Merchandising	8	37.5	50.0	12.5
Interpreter Training	3	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	7	85.7	0.0	14.3
Marketing & Management	3	33.3	66.7	0.0
M.I.C.T. (Paramedic)	15	33.3	60.0	6.7
Nursing	28	71.4	10.7	17.9
Occupational Therapy Asst.	2	50.0	50.0	0.0
Office Systems Technology	13	46.2	38.5	15.3
Paralegal	28	53.6	17.9	28.6
Printing Technology	1	0.0	0.0	100.0
Respiratory Care	10	70.0	10.0	20.0
Veterinary Technology	1	0.0	100.0	0.0
Totals	338	58.0%	26.3%	15.7%

Note. Results detail responses to this question only, excluding unknowns.

Table 14

EVALUATION OF JOB IN GENERAL BY RESPONDENTS EMPLOYED FULL-TIME IN RELATED JOB

	Number of Responses	Excellent or Good	Average	Fair or Poor
Accounting	13	92.3%	7.7%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	2	100.0	0.0	0.0
Business Administration	14	78.6	21.4	0.0
Chef Apprentice	7	71.4	14.3	14.3
Communication Design	14	92.9	7.1	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	14	100.0	0.0	0.0
Drafting Technology	8	100.0	0.0	0.0
Electrical Technology	6	83.3	0.0	16.7
Electronics Technology	15	73.3	26.7	0.0
Emergency Medical Technology	8	87.5	12.5	0.0
Fashion Merchandising	3	100.0	0.0	0.0
Fire Science	6	100.0	0.0	0.0
HVAC Technology	10	60.0	30.0	10.0
Health Information Technology	1	0.0	0.0	100.0
Hospitality Management	9	88.9	11.1	0.0
Information Systems	49	87.8	12.2	0.0
Information Technology	37	83.8	10.8	5.4
Interior Merchandising	8	75.0	25.0	0.0
Interpreter Training	3	66.7	33.3	0.0
Licensed Practical Nurse (LPN)	7	85.7	0.0	14.3
Marketing & Management	3	66.7	33.3	0.0
M.I.C.T. (Paramedic)	15	93.3	6.7	0.0
Nursing	28	85.7	0.0	14.3
Occupational Therapy Asst.	2	100.0	0.0	0.0
Office Systems Technology	13	69.2	30.8	0.0
Paralegal	28	78.6	14.3	7.1
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	10	80.0	10.0	10.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	338	84.3%	11.5%	4.2%

Note. Results detail responses to this question only, excluding unknowns.

Table 15

SATISFACTION WITH FULL-TIME RELATED JOB

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	13	92.3%	7.7%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	2	100.0	0.0	0.0
Business Administration	14	78.6	7.1	14.3
Chef Apprentice	7	85.7	0.0	14.3
Communication Design	14	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	14	92.9	7.1	0.0
Drafting Technology	8	100.0	0.0	0.0
Electrical Technology	6	83.3	0.0	16.7
Electronics Technology	15	86.7	0.0	13.3
Emergency Medical Technology	8	87.5	0.0	12.5
Fashion Merchandising	3	100.0	0.0	0.0
Fire Science	6	100.0	0.0	0.0
HVAC Technology	10	60.0	10.0	30.0
Health Information Technology	1	0.0	100.0	0.0
Hospitality Management	9	100.0	0.0	0.0
Information Systems	49	81.6	4.1	14.3
Information Technology	38	89.5	2.6	7.9
Interior Merchandising	8	87.5	0.0	12.5
Interpreter Training	3	66.7	0.0	33.3
Licensed Practical Nurse (LPN)	7	100.0	0.0	0.0
Marketing & Management	3	66.7	0.0	33.3
M.I.C.T. (Paramedic)	15	100.0	0.0	0.0
Nursing	28	82.1	10.7	7.2
Occupational Therapy Asst..	2	100.0	0.0	0.0
Office Systems Technology	13	69.2	7.7	23.1
Paralegal	27	77.8	7.4	14.8
Printing Technology	1	0.0	100.0	0.0
Respiratory Care	10	80.0	10.0	10.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	338	85.5%	4.7%	9.8%

Note. Results detail responses to this question only, excluding unknowns.

Table 16

COMMUNITY COLLEGE EXPERIENCES

	Number of Responses	Percent
Method of Career Program Completion		
Earned associate's degree	259	52.4%
Earned vocational certificate	193	39.1
Left with marketable skills	39	7.9
Unknown	3	0.6

1996 degree completers	63.6%
1995	60.9
1994	64.5
1993	68.5
1992	62.6
1991	67.3
1990	68.1

Semesters Enrolled in Career Program		
1 or 2	103	20.9%
3 or 4	179	36.2
5 or 6	93	18.8
7 or 8	39	7.9
9 or more	48	9.7
Unknown	32	6.5

Mean = 4.8; Median = 4.0

Credit Hours Completed		
15 or less	52	10.5%
16 to 30	62	12.6
31 to 45	49	9.9
46 to 60	54	10.9
60 or more	183	37.0
Unknown	94	19.1

Mean = 52.2; Median = 60.0

Table 17

COMMUNITY COLLEGE EDUCATIONAL OBJECTIVE

	Number of Responses	Percent
Original Educational Objective		
Prepare to enter job market	160	32.4%
Prepare to change careers	119	24.1
Improve skills for present job	75	15.2
Prepare to transfer	69	14.0
Explore career possibilities	39	7.9
Study topics of interest/self-improvement	20	4.0
Remedy or review basic skills	9	1.8
Other/unknown	3	0.6
Achieved Community College Objective		
Yes, completely	345	69.8%
Yes, partially	127	25.7
No	21	4.3
Unknown	1	0.2
Community College Helped Achieve		
Yes	443	93.8%
Unsure	18	3.8
No	11	2.4

Table 18

OVERALL SATISFACTION WITH THE COMMUNITY COLLEGE

	Number of Responses	Percent
JCCC Was First Choice to Attend		
Yes	454	91.9%
No	40	8.1
Improved Quality of Life		
Definitely/probably	457	92.5%
Uncertain	20	4.0
Probably no/definitely no	16	3.3
Unknown	1	0.2
If Starting Now, Would Attend JCCC Again		
Definitely/probably	461	93.3%
Uncertain	11	2.2
Probably no/definitely no	21	4.3
Unknown	1	0.2
Would Recommend JCCC to Friends		
Yes	479	97.0%
Unsure	6	1.2
No	8	1.6
Unknown	1	0.2
Would Encourage Own Children to Attend JCCC		
Yes	427	86.5%
Unsure	47	9.5
No	15	3.0
Unknown	5	1.0

Table 19

PERCEPTIONS OF COMMUNITY COLLEGE EXPERIENCES

	Number of Responses	Somewhat or Totally Agree	Neutral	Somewhat or Totally Disagree
Enhanced self-confidence	489	83.2%	14.3%	2.5%
Improved decision-making skills	485	78.8	18.4	2.8
Broadened knowledge of arts and sciences	461	73.3	20.6	6.1
Improved time management skills	483	72.7	22.2	5.1
Assisted in clarifying personal values and goals	483	72.5	23.0	4.6
Improved oral communication skills	475	71.8	23.2	5.0
Expanded tolerance for people and ideas	483	68.5	26.9	4.6
Improved written communication skills	464	65.7	27.6	6.7
Improved interpersonal skills	482	64.5	29.7	5.8

Note. Results detail responses to this question only, excluding unknowns.

Table 20

SATISFACTION WITH VARIOUS ASPECTS OF COLLEGE

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Facilities and equipment	491	91.4%	6.1%	2.4%
Course content	490	90.8	6.1	3.1
Quality of instruction	491	88.4	7.7	3.9
Variety of courses	490	89.0	8.8	2.2
Helpfulness/individual attention of faculty	492	89.0	7.5	3.5
Usefulness/relevance of coursework	461	82.2	12.8	5.0
Convenience of class scheduling	490	82.2	10.2	7.6
Registration process	492	74.6	16.3	9.1
Academic advisement and counseling	465	69.0	25.0	6.0
Career or transfer preparation	410	68.5	24.9	6.6
Availability of scholarships and financial aid	384	46.6	42.2	11.2
Job placement services (users only)	181	43.6	46.5	9.9

Note. Results detail responses to this question only, excluding unknowns.

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Table 21

SATISFACTION WITH VARIETY OF
COURSES OFFERED AT THE COMMUNITY COLLEGE

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	17	88.2%	11.8%	0.0%
Administration of Justice	3	66.7	33.3	0.0
Automotive Technology	3	100.0	0.0	0.0
Business Administration	16	87.5	12.5	0.0
Business Entrepreneurship	1	100.0	0.0	0.0
Chef Apprentice	7	85.7	14.3	0.0
Civil Engineering Technology	1	0.0	100.0	0.0
Communication Design	20	95.0	5.0	0.0
Construction Management	2	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	15	86.7	13.3	0.0
Drafting Technology	11	100.0	0.0	0.0
Electrical Technology	6	100.0	0.0	0.0
Electronics Technology	18	94.4	5.6	0.0
Emergency Medical Technology	54	85.2	11.1	3.7
Fashion Merchandising	5	100.0	0.0	0.0
Fire Science	11	81.8	9.1	9.1
Grounds & Turf Management	1	100.0	0.0	0.0
HVAC Technology	13	84.6	15.4	0.0
Health Information Technology	1	100.0	0.0	0.0
Hospitality Management	9	100.0	0.0	0.0
Information Systems	62	87.1	4.8	8.1
Information Technology	46	87.0	8.7	4.3
Interior Merchandising	10	90.0	10.0	0.0
Interpreter Training	7	71.4	28.6	0.0
Licensed Practical Nurse (LPN)	14	85.7	14.3	0.0
Marketing & Management	4	100.0	0.0	0.0
Metal Fabrication	1	0.0	100.0	0.0
M.I.C.T. (Paramedic)	15	73.3	26.7	0.0
Nursing	38	97.4	2.6	0.0
Occupational Therapy Asst.	3	66.7	33.3	0.0
Office Systems Technology	23	100.0	0.0	0.0
Paralegal	37	86.5	10.8	2.7
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	100.0	0.0	0.0
Veterinary Technology	2	100.0	0.0	0.0
Totals	490	89.0%	8.8%	2.2%

Note. Results detail responses to this question only, excluding unknowns.

Table 22

SATISFACTION WITH HELPFULNESS AND
INDIVIDUAL ATTENTION RECEIVED FROM FACULTY

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	17	94.1%	5.9%	0.0%
Administration of Justice	3	100.0	0.0	0.0
Automotive Technology	3	100.0	0.0	0.0
Business Administration	16	93.8	6.2	0.0
Business Entrepreneurship	1	100.0	0.0	0.0
Chef Apprentice	7	85.7	14.3	0.0
Civil Engineering Technology	1	0.0	100.0	0.0
Communication Design	20	90.00	0.0	10.0
Construction Management	2	100.0	0.0	0.0
Cosmetology	3	66.7	0.0	33.3
Dental Hygiene	15	73.3	6.7	20.0
Drafting Technology	11	100.0	0.0	0.0
Electrical Technology	6	100.0	0.0	0.0
Electronics Technology	18	100.0	0.0	0.0
Emergency Medical Technology	55	80.0	20.0	0.0
Fashion Merchandising	5	100.0	0.0	0.0
Fire Science	11	100.0	0.0	0.0
Grounds & Turf Management	1	100.0	0.0	0.0
HVAC Technology	13	84.6	15.4	0.0
Health Information Technology	1	100.0	0.0	0.0
Hospitality Management	9	100.0	0.0	0.0
Information Systems	61	77.0	13.2	9.8
Information Technology	46	89.1	4.3	6.6
Interior Merchandising	10	100.0	0.0	0.0
Interpreter Training	7	85.7	14.3	0.0
Licensed Practical Nurse (LPN)	14	85.7	14.3	0.0
Marketing & Management	4	75.0	25.0	0.0
Metal Fabrication	1	0.0	100.0	0.0
M.I.C.T. (Paramedic)	16	100.0	0.0	0.0
Nursing	38	100.0	0.0	0.0
Occupational Therapy Asst.	3	66.7	33.3	0.0
Office Systems Technology	23	91.4	4.3	4.3
Paralegal	37	94.6	2.7	2.7
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	90.9	9.1	0.0
Veterinary Technology	2	100.0	0.0	0.0
Totals	492	89.0%	7.5%	3.5%

Note. Results detail responses to this question only, excluding unknowns.

Table 23

SATISFACTION WITH COURSE CONTENT

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	17	94.1%	5.9%	0.0%
Administration of Justice	3	100.0	0.0	0.0
Automotive Technology	3	100.0	0.0	0.0
Business Administration	15	93.3	6.7	0.0
Business Entrepreneurship	1	100.0	0.0	0.0
Chef Apprentice	7	100.0	0.0	0.0
Civil Engineering Technology	1	100.0	0.0	0.0
Communication Design	20	100.0	0.0	0.0
Construction Management	2	100.0	0.0	0.0
Cosmetology	3	100.0	0.0	0.0
Dental Hygiene	15	93.3	6.7	0.0
Drafting Technology	11	100.0	0.0	0.0
Electrical Technology	6	100.0	0.0	0.0
Electronics Technology	18	88.8	5.6	5.6
Emergency Medical Technology	54	92.6	7.4	0.0
Fashion Merchandising	5	100.0	0.0	0.0
Fire Science	11	100.0	0.0	0.0
Grounds & Turf Management	1	100.0	0.0	0.0
HVAC Technology	13	69.2	15.4	15.4
Health Information Technology	1	100.0	0.0	0.0
Hospitality Management	9	100.0	0.0	0.0
Information Systems	61	83.6	9.8	6.6
Information Technology	46	76.1	10.9	13.0
Interior Merchandising	10	80.0	20.0	0.0
Interpreter Training	7	85.7	14.3	0.0
Licensed Practical Nurse (LPN)	14	78.6	14.3	7.1
Marketing & Management	4	100.0	0.0	0.0
M.I.C.T. (Paramedic)	16	100.0	0.0	0.0
Metal Fabrication	1	0.0	100.0	0.0
Nursing	38	100.0	0.0	0.0
Occupational Therapy Asst.	3	66.7	33.3	0.0
Office Systems Technology	23	95.7	4.3	0.0
Paralegal	37	97.3	0.0	2.7
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	90.9	9.1	0.0
Veterinary Technology	2	100.0	0.0	0.0
Totals	490	90.8%	6.1%	3.1%

Note. Results detail responses to this question only, excluding unknowns.

Table 24

SATISFACTION WITH QUALITY OF INSTRUCTION

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	17	94.1%	5.9%	0.0%
Administration of Justice	3	100.0	0.0	0.0
Automotive Technology	3	100.0	0.0	0.0
Business Administration	16	100.0	0.0	0.0
Business Entrepreneurship	1	100.0	0.0	0.0
Chef Apprentice	7	100.0	0.0	0.0
Civil Engineering Technology	1	100.0	0.0	0.0
Communication Design	20	95.0	5.0	0.0
Construction Management	2	100.0	0.0	0.0
Cosmetology	3	66.7	0.0	33.3
Dental Hygiene	15	80.0	13.3	6.7
Drafting Technology	11	100.0	0.0	0.0
Electrical Technology	6	100.0	0.0	0.0
Electronics Technology	18	88.8	5.6	5.6
Emergency Medical Technology	55	78.2	16.2	5.6
Fashion Merchandising	5	80.0	20.0	0.0
Fire Science	11	100.0	0.0	0.0
Grounds & Turf Management	1	100.0	0.0	0.0
HVAC Technology	12	75.0	16.7	8.3
Health Information Technology	1	100.0	0.0	0.0
Hospitality Management	9	100.0	0.0	0.0
Information Systems	61	82.0	9.8	8.2
Information Technology	46	76.1	15.2	8.7
Interior Merchandising	10	70.0	10.0	20.0
Interpreter Training	7	85.7	14.3	0.0
Licensed Practical Nurse (LPN)	14	85.8	7.1	7.1
Marketing & Management	4	100.0	0.0	0.0
Metal Fabrication	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	16	100.0	0.0	0.0
Nursing	38	100.0	0.0	0.0
Occupational Therapy Asst.	3	66.7	33.3	0.0
Office Systems Technology	23	95.7	4.3	0.0
Paralegal	37	97.3	2.7	0.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	90.9	9.1	0.0
Veterinary Technology	2	50.0	50.0	0.0
Totals	491	88.4%	7.7%	3.9%

Note. Results detail responses to this question only, excluding unknowns.

Table 25

SATISFACTION WITH USEFULNESS AND RELEVANCE OF COURSE OF STUDY

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	15	73.3%	26.7%	0.0%
Administration of Justice	3	66.7	33.3	0.0
Automotive Technology	3	66.7	33.3	0.0
Business Administration	15	86.7	13.3	0.0
Business Entrepreneurship	1	0.0	100.0	0.0
Chef Apprentice	7	85.7	0.0	14.3
Civil Engineering Technology	1	0.0	0.0	100.0
Communication Design	18	94.4	5.6	0.0
Construction Management	2	50.0	50.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	15	100.0	0.0	0.0
Drafting Technology	11	90.9	9.1	0.0
Electrical Technology	6	100.0	0.0	0.0
Electronics Technology	17	53.0	23.5	23.5
Emergency Medical Technology	42	66.7	28.6	4.7
Fashion Merchandising	4	100.0	0.0	0.0
Fire Science	9	88.9	0.0	11.1
HVAC Technology	13	61.5	23.1	15.4
Health Information Technology	1	100.0	0.0	0.0
Hospitality Management	9	100.0	0.0	0.0
Information Systems	56	80.4	12.5	7.1
Information Technology	45	82.2	8.9	8.9
Interior Merchandising	10	70.0	10.0	20.0
Interpreter Training	7	85.7	0.0	14.3
Licensed Practical Nurse (LPN)	14	100.0	0.0	0.0
Marketing & Management	4	75.0	25.0	0.0
M.I.C.T. (Paramedic)	16	100.0	0.0	0.0
Metal Fabrication	1	0.0	100.0	0.0
Nursing	38	100.0	0.0	0.0
Occupational Therapy Asst..	3	66.7	33.3	0.0
Office Systems Technology	23	82.6	17.4	0.0
Paralegal	37	73.0	24.3	2.7
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	100.0	0.0	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	461	82.2%	12.8%	5.0%

Note. Results detail responses to this question only, excluding unknowns.

Table 26

SATISFACTION WITH CAREER OR TRANSFER PREPARATION

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	13	61.5%	38.5%	0.0%
Administration of Justice	3	66.7	33.3	0.0
Automotive Technology	2	50.0	50.0	0.0
Business Administration	13	46.2	38.5	15.4
Business Entrepreneurship	1	100.0	0.0	0.0
Chef Apprentice	7	71.4	14.3	14.3
Civil Engineering Technology	1	0.0	0.0	100.0
Communication Design	18	94.4	0.0	5.6
Construction Management	2	50.0	50.0	0.0
Dental Hygiene	15	86.7	13.3	0.0
Drafting Technology	10	70.0	20.0	10.0
Electrical Technology	5	40.0	60.0	0.0
Electronics Technology	11	63.6	27.3	9.1
Emergency Medical Technology	44	54.5	38.7	6.8
Fashion Merchandising	5	80.0	0.0	20.0
Fire Science	8	75.0	25.0	0.0
Grounds & Turf Management	1	100.0	0.0	0.0
HVAC Technology	13	61.5	30.8	7.7
Health Information Technology	1	0.0	100.0	0.0
Hospitality Management	7	85.7	14.3	0.0
Information Systems	42	69.0	21.5	9.5
Information Technology	39	59.0	33.3	7.7
Interior Merchandising	10	30.0	60.0	10.0
Interpreter Training	5	40.0	0.0	60.0
Licensed Practical Nurse (LPN)	12	75.0	8.3	16.7
Marketing & Management	4	100.0	0.0	0.0
Metal Fabrication	1	0.0	100.0	0.0
M.I.C.T. (Paramedic)	16	75.0	25.0	0.0
Nursing	35	85.7	14.3	0.0
Occupational Therapy Asst..	3	66.7	33.3	0.0
Office Systems Technology	17	64.7	35.3	0.0
Paralegal	33	78.8	15.2	6.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	81.8	18.2	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	410	68.5%	24.9%	6.6%

Note. Results detail responses to this question only, excluding unknowns.

Table 27

USER SATISFACTION WITH
JCCC JOB PLACEMENT SERVICES

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	3	66.7%	33.3%	0.0%
Business Administration	7	42.9	57.1	0.0
Chef Apprentice	3	66.7	33.3	0.0
Civil Engineering Technology	1	0.0	0.0	100.0
Communication Design	15	80.0	13.3	6.7
Construction Management	2	0.0	100.0	0.0
Cosmetology	1	100.0	0.0	0.0
Dental Hygiene	2	50.0	50.0	0.0
Drafting Technology	5	40.0	60.0	0.0
Electrical Technology	4	75.0	25.0	0.0
Electronics Technology	5	60.0	40.0	0.0
Emergency Medical Technology	10	30.0	60.0	10.0
Fashion Merchandising	4	50.0	50.0	0.0
HVAC Technology	8	0.0	75.0	25.0
Information Systems	23	34.8	56.5	8.7
Information Technology	15	40.0	46.7	13.3
Interior Merchandising	9	22.2	66.7	11.1
Interpreter Training	3	66.7	0.0	33.3
Licensed Practical Nurse (LPN)	5	40.0	60.0	0.0
Marketing & Management	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	3	0.0	100.0	0.0
Nursing	15	40.0	46.7	13.3
Occupational Therapy Asst..	3	33.3	66.7	0.0
Office Systems Technology	10	40.0	40.0	20.0
Paralegal	22	50.0	36.4	13.6
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	1	100.0	0.0	0.0
Totals	181	43.6%	46.5%	9.9%

Note. Results detail responses to this question only, excluding unknowns.

Table 28

SATISFACTION WITH FACILITIES AND EQUIPMENT

	Number of Responses	Very/Somewhat Satisfied	Neutral	Somewhat/Very Dissatisfied
Accounting	17	94.1%	5.9%	0.0%
Administration of Justice	3	100.0	0.0	0.0
Automotive Technology	3	66.7	33.3	0.0
Business Administration	16	93.8	6.3	0.0
Business Entrepreneurship	1	100.0	0.0	0.0
Chef Apprentice	7	100.0	0.0	0.0
Civil Engineering Technology	1	100.0	0.0	0.0
Communication Design	20	95.0	0.0	5.0
Construction Management	2	100.0	0.0	0.0
Cosmetology	3	100.0	0.0	0.0
Dental Hygiene	15	100.0	0.0	0.0
Drafting Technology	11	90.9	9.1	0.0
Electrical Technology	6	83.3	0.0	16.7
Electronics Technology	18	100.0	0.0	0.0
Emergency Medical Technology	55	94.5	1.8	3.6
Fashion Merchandising	5	80.0	20.0	0.0
Fire Science	11	100.0	0.0	0.0
Grounds & Turf Management	1	100.0	0.0	0.0
HVAC Technology	13	84.6	15.4	0.0
Health Information Technology	1	100.0	0.0	0.0
Hospitality Management	9	100.0	0.0	0.0
Information Systems	61	86.9	9.8	3.3
Information Technology	46	84.8	8.7	6.5
Interior Merchandising	10	100.0	0.0	0.0
Interpreter Training	7	85.7	14.3	0.0
Licensed Practical Nurse (LPN)	13	69.2	23.1	7.7
Marketing & Management	4	75.0	25.0	0.0
Metal Fabrication	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	16	87.5	12.5	0.0
Nursing	38	100.0	0.0	0.0
Occupational Therapy Asst..	3	66.7	33.3	0.0
Office Systems Technology	23	95.7	4.3	0.0
Paralegal	37	91.9	5.4	2.7
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	11	81.8	9.1	9.1
Veterinary Technology	2	100.0	0.0	0.0
Totals	491	91.4%	6.2%	2.4%

Note. Results detail responses to this question only, excluding unknowns.

Table 29

CURRENT EDUCATIONAL PROFILE

	Number of Responses	Percent
Currently Enrolled		
Yes	160	32.4%
No	333	67.4
Unknown	1	0.2
Where		
JCCC	97	60.6%
University of Kansas	6	3.8
Ottawa University	5	3.1
Emporia State University	1	0.6
Baker University	1	0.6
KU Medical Center	1	0.6
Washburn University	1	0.6
Other Kansas community college	2	1.3
University of Missouri, Kansas City	4	2.5
Park College	3	1.9
Avila College	2	1.3
Central Missouri State University	1	0.6
University of Missouri--St. Louis	1	0.6
Southwest Missouri State University		
Metropolitan Community Colleges	1	0.6
Out-of-area colleges/universities	5	3.1
Unknown	29	18.2

Table 30

FUTURE EDUCATIONAL PLANS

	Number of Responses	Percent
Plan to Enroll Again		
Yes	284	57.5%
Unsure	110	22.3
No	99	20.0
Unknown	1	0.2
Where		
JCCC	186	65.5%
University of Kansas	10	3.5
Ottawa University	6	2.1
Mid-America Nazarene College	2	0.7
University of Kansas Medical Center	2	0.7
Washburn University	2	0.7
Other Kansas community college	3	1.1
Other Kansas 4-year college/university	3	1.1
Avila College	1	0.4
University of Missouri, Kansas City	7	2.5
Park College	3	1.1
Central Missouri State University	2	0.7
Metropolitan Community Colleges	1	0.4
Other Missouri college/university	5	1.8
Out-of-area college/university	9	3.2
Unknown	42	14.5

APPENDIX B

TABLED FINDINGS FOR

EMPLOYER SURVEY

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Table 31

PROFILE OF FIRMS EMPLOYING 1996-97
CAREER PROGRAM COMPLETERS IN
JOBS RELATED TO THEIR COURSE OF STUDY

	Number of Responses	Percent
Total Number of Employees		
1 to 5	9	5.1%
6 to 10	13	7.3
11 to 25	24	13.5
26 to 50	27	15.2
51 to 100	19	10.7
101 to 250	27	15.2
251 to 500	13	7.3
501 and over	31	17.4
Unknown	15	8.4
Employees in Department/Division		
Under 10	50	28.1%
11 to 30	52	29.2
31 to 50	13	7.3
Over 50	38	21.3
Unknown	25	14.0
Anticipate Hiring in Same Career Field Within 3-5 Years		
Yes	105	59.0%
No	51	28.7
Unknown	22	12.3

Table 32

EMPLOYER EVALUATION OF
JOB-RELATED CONCEPTUAL KNOWLEDGE

	Number of Responses	Very Good/ Good	Average	Poor/ Very Poor
Accounting	4	100.0%	0.0%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	1	100.0	0.0	0.0
Business Administration	10	90.0	10.0	0.0
Chef Apprentice	7	85.7	0.0	14.3
Communication Design	9	100.0	0.0	0.0
Construction Management	1	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	8	100.0	0.0	0.0
Drafting Technology	8	87.5	12.5	0.0
Electrical Technology	4	100.0	0.0	0.0
Electronics Technology	7	100.0	0.0	0.0
Emergency Medical Technology	2	100.0	0.0	0.0
Fashion Merchandising	2	100.0	0.0	0.0
Fire Science	4	100.0	0.0	0.0
HVAC Technology	1	100.0	0.0	0.0
Hospitality Management	4	75.0	25.0	0.0
Information Systems	13	84.6	15.4	0.0
Information Technology	11	100.0	0.0	0.0
Interior Merchandising	5	100.0	0.0	0.0
Interpreter Training	5	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	8	100.0	0.0	0.0
Marketing & Management	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	10	100.0	0.0	0.0
Nursing	19	94.7	5.3	0.0
Occupational Therapy Asst..	1	100.0	0.0	0.0
Office Systems Technology	9	88.9	11.1	0.0
Paralegal	14	100.0	0.0	0.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	3	66.7	33.3	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	176	94.9%	4.5%	0.6%

Note. Results detail responses to this question only, excluding unknowns.

Table 33

EMPLOYER EVALUATION OF
JOB-RELATED TECHNICAL KNOWLEDGE

	Number of Responses	Very Good/ Good	Average	Poor/ Very Poor
Accounting	4	100.0%	0.0%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	1	0.0	100.0	0.0
Business Administration	10	70.0	30.0	0.0
Chef Apprentice	7	71.4	28.6	0.0
Communication Design	9	88.9	11.1	0.0
Construction Management	1	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	8	100.0	0.0	0.0
Drafting Technology	8	87.5	12.5	0.0
Electrical Technology	4	100.0	0.0	0.0
Electronics Technology	7	100.0	0.0	0.0
Emergency Medical Technology	2	100.0	0.0	0.0
Fashion Merchandising	2	100.0	0.0	0.0
Fire Science	4	100.0	0.0	0.0
HVAC Technology	1	100.0	0.0	0.0
Hospitality Management	4	50.0	50.0	0.0
Information Systems	13	92.3	7.7	0.0
Information Technology	11	100.0	0.0	0.0
Interior Merchandising	5	80.0	20.0	0.0
Interpreter Training	5	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	8	87.5	12.5	0.0
Marketing & Management	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	10	100.0	0.0	0.0
Nursing	19	78.9	21.1	0.0
Occupational Therapy Asst..	1	100.0	0.0	0.0
Office Systems Technology	9	77.8	22.2	0.0
Paralegal	14	92.9	7.1	0.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	3	66.7	33.3	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	176	88.1%	11.9%	0.0%

Note. Results detail responses to this question only, excluding unknowns.

Table 34

EMPLOYER EVALUATION OF
ATTITUDE TOWARD WORK

	Number of Responses	Very Good/ Good	Average	Poor/ Very Poor
Accounting	4	100.0%	0.0%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	1	0.0	100.0	0.0
Business Administration	10	80.0	0.0	20.0
Chef Apprentice	7	85.7	14.3	0.0
Communication Design	9	88.9	11.1	0.0
Construction Management	1	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	8	100.0	0.0	0.0
Drafting Technology	8	87.5	12.5	0.0
Electrical Technology	4	50.0	50.0	0.0
Electronics Technology	7	100.0	0.0	0.0
Emergency Medical Technology	2	100.0	0.0	0.0
Fashion Merchandising	2	100.0	0.0	0.0
Fire Science	4	100.0	0.0	0.0
HVAC Technology	1	0.0	100.0	0.0
Hospitality Management	4	75.0	25.0	0.0
Information Systems	13	92.3	0.0	7.7
Information Technology	12	91.7	8.3	0.0
Interior Merchandising	5	100.0	0.0	0.0
Interpreter Training	5	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	8	87.5	12.5	0.0
Marketing & Management	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	10	100.0	0.0	0.0
Nursing	19	94.7	5.3	0.0
Occupational Therapy Asst..	1	100.0	0.0	0.0
Office Systems Technology	9	100.0	0.0	0.0
Paralegal	14	100.0	0.0	0.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	3	100.0	0.0	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	177	92.1%	6.2%	1.7%

Note. Results detail responses to this question only, excluding unknowns.

Table 35

EMPLOYER EVALUATION OF QUALITY OF WORK

	Number of Responses	Very Good/ Good	Average	Poor/ Very Poor
Accounting	4	100.0%	0.0%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	1	0.0	100.0	0.0
Business Administration	10	90.0	10.0	0.0
Chef Apprentice	7	85.7	14.3	0.0
Communication Design	9	100.0	0.0	0.0
Construction Management	1	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	8	100.0	0.0	0.0
Drafting	8	87.5	12.5	0.0
Electrical Technology	4	100.0	0.0	0.0
Electronics Technology	7	100.0	0.0	0.0
Emergency Medical Technology	2	100.0	0.0	0.0
Fashion Merchandising	2	100.0	0.0	0.0
Fire Science	4	100.0	0.0	0.0
HVAC Technology	1	100.0	0.0	0.0
Hospitality Management	4	100.0	0.0	0.0
Information Systems	13	84.6	7.7	7.7
Information Technology	12	91.7	8.3	0.0
Interior Merchandising	5	100.0	0.0	0.0
Interpreter Training	5	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	8	87.5	12.5	0.0
Marketing & Management	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	10	100.0	0.0	0.0
Nursing	19	94.7	5.3	0.0
Occupational Therapy Asst..	1	100.0	0.0	0.0
Office Systems Technology	9	88.9	11.1	0.0
Paralegal	14	92.9	7.1	0.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	3	100.0	0.0	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	177	93.8%	5.6%	0.6%

Note. Results detail responses to this question only, excluding unknowns.

Table 36

EMPLOYER EVALUATION OF
COMMUNICATIONS AND INTERPERSONAL SKILLS

	Number of Responses	Very Good/ Good	Average	Poor/ Very Poor
Accounting	4	75.0%	25.0%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	1	0.0	100.0	0.0
Business Administration	10	70.0	20.0	10.0
Chef Apprentice	7	57.1	28.6	14.3
Communication Design	9	77.8	22.2	0.0
Construction Management	1	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	8	87.5	12.5	0.0
Drafting Technology	8	75.0	12.5	12.5
Electrical Technology	4	25.0	75.0	0.0
Electronics Technology	7	71.4	14.3	14.3
Emergency Medical Technology	2	100.0	0.0	0.0
Fashion Merchandising	2	100.0	0.0	0.0
Fire Science	4	100.0	0.0	0.0
HVAC Technology	1	0.0	0.0	100.0
Hospitality Management	4	50.0	25.0	25.0
Information Systems	13	84.6	0.0	15.4
Information Technology	12	83.4	8.3	8.3
Interior Merchandising	5	100.0	0.0	0.0
Interpreter Training	5	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	8	87.5	12.5	0.0
Marketing & Management	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	10	80.0	20.0	0.0
Nursing	19	94.7	5.3	0.0
Occupational Therapy Asst..	1	100.0	0.0	0.0
Office Systems Technology	9	88.9	11.1	0.0
Paralegal	14	85.8	7.1	7.1
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	3	66.7	33.3	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	177	81.4%	13.0%	5.6%

Note. Results detail responses to this question only, excluding unknowns.

Table 37

EMPLOYER EVALUATION OF OVERALL JOB PREPARATION

	Number of Responses	Very Good/ Good	Average	Poor/ Very Poor
Accounting	4	100.0%	0.0%	0.0%
Administration of Justice	1	100.0	0.0	0.0
Automotive Technology	1	0.0	100.0	0.0
Business Administration	10	80.0	20.0	0.0
Chef Apprentice	7	85.7	0.0	14.3
Communication Design	8	100.0	0.0	0.0
Construction Management	1	100.0	0.0	0.0
Cosmetology	2	100.0	0.0	0.0
Dental Hygiene	8	100.0	0.0	0.0
Drafting Technology	7	85.7	14.3	0.0
Electrical Technology	4	100.0	0.0	0.0
Electronics Technology	7	100.0	0.0	0.0
Emergency Medical Technology	2	100.0	0.0	0.0
Fashion Merchandising	2	100.0	0.0	0.0
Fire Science	4	100.0	0.0	0.0
HVAC Technology	1	100.0	0.0	0.0
Hospitality Management	4	50.0	50.0	0.0
Information Systems	13	84.6	7.7	7.7
Information Technology	11	100.0	0.0	0.0
Interior Merchandising	4	100.0	0.0	0.0
Interpreter Training	5	100.0	0.0	0.0
Licensed Practical Nurse (LPN)	8	87.5	12.5	0.0
Marketing & Management	1	100.0	0.0	0.0
M.I.C.T. (Paramedic)	10	100.0	0.0	0.0
Nursing	19	100.0	0.0	0.0
Occupational Therapy Asst..	1	100.0	0.0	0.0
Office Systems Technology	9	88.9	11.1	0.0
Paralegal	14	92.9	7.1	0.0
Printing Technology	1	100.0	0.0	0.0
Respiratory Care	3	100.0	0.0	0.0
Veterinary Technology	1	100.0	0.0	0.0
Totals	173	93.1%	5.8%	1.1%

Note. Results detail responses to this question only, excluding unknowns.

APPENDIX C

COMPLETER SURVEY

AND COVER LETTERS

BEST COPY AVAILABLE

JOHNSON COUNTY COMMUNITY COLLEGE
SHORT-TERM FOLLOW-UP STUDY OF
1996-97 CAREER PROGRAM COMPLETERS

Dear Former Student: Please take a few minutes to carefully respond to each of the following questions as honestly and completely as possible, then return the completed survey to us in the envelope provided. Naturally all responses will be kept strictly confidential and reported as group data only.

_____NOTE: If you did not complete a career program by either graduating, earning a certificate, or leaving with marketable skills during the summer of 1996, fall of 1996 or spring of 1997, please check here and return the uncompleted survey to us so we can correct our records. Thank you for your help.

---

1. Which career program did you complete?_____

2. Which of the following best describes your current status? (Check only one)

   _____1. Earned an associate's degree
   _____2. Earned a vocational certificate
   _____3. Left with enough training to work in this career field

3. Was JCCC your first choice when you decided to attend college to pursue this major?

   _____1. Yes
   _____2. No (If no, which college was your first choice?_____)

4. How many semesters were you enrolled in that program at the community college?_____

5. How many total credit hours have you completed at the community college?_____

6. Which of the following best describes your primary educational objective when you first enrolled at the community college? (Check only one)

   _____1. Transfer to another college or university
   _____2. Prepare to enter the job market
   _____3. Improve skills for your present job
   _____4. Explore courses to decide on a new career
   _____5. Remedy or review basic skills
   _____6. Study topics of interest or for self-improvement
   _____7. Prepare to change careers
   _____8. Other (Please specify)

7. Did you achieve your community college educational objective?

   _____1. Yes, completely
   _____2. Yes, partially
   _____3. No (If no, briefly explain reason)

8. If yes, did the community college help you to achieve this objective?

   _____1. Yes
   _____2. Unsure
   _____3. No (Please explain)

9. Regardless of the financial benefits, do you feel your community college experiences have improved the quality of your life?

   _____1. Definitely no
   _____2. Probably no
   _____3. Uncertain
   _____4. Probably yes
   _____5. Definitely yes

10. If you could go back, knowing what you know now, would you still attend the community college?

    _____1. Definitely no
    _____2. Probably no
    _____3. Uncertain
    _____4. Probably yes
    _____5. Definitely yes

11. Would you recommend attending JCCC to your friends and acquaintances?

_____1. Yes
_____2. Unsure
_____3. No

12. Would you encourage your children to attend JCCC?

_____1. Yes
_____2. Unsure
_____3. No

13. Below are several goals that "typical" students have for their college experiences. Please indicate how much you agree that your experiences at the community college helped you to accomplish these goals.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
A. Broadened my knowledge of the arts and sciences	1	2	3	4	5
B. Improved my ability to communicate orally	1	2	3	4	5
C. Improved my ability to communicate in writing	1	2	3	4	5
D. Improved my ability to make good decisions	1	2	3	4	5
E. Improved my ability to make constructive use of time	1	2	3	4	5
F. Enhanced my ability to get along with others	1	2	3	4	5
G. Expanded my tolerance for people and ideas	1	2	3	4	5
H. Assisted me in clarifying the values and goals of my life	1	2	3	4	5
I. Enhanced my self-confidence	1	2	3	4	5

14. How are you currently using the skills you developed through your community college career program?

_____1. In my job
_____2. Doing volunteer work
_____3. Not using my skills (Why not?)
_____4. Other (Please explain)

15. Have you ever used the services of the JCCC Career Center (career/life planning, resume writing, job search, etc.)

_____1. Yes
_____2. No (If no, why not?)

16. Which of the following best describes your current employment situation?

_____1. Full-time military
_____2. Employed part-time (under 30 hours per week)
_____3. Employed full-time (30+ hours per week)
_____4. Unemployed, actively looking for work
_____5. Not in labor force (not employed and not actively looking for a job)

IF UNEMPLOYED OR OUT OF THE LABOR FORCE--SKIP TO QUESTION 27

17. How long have you had your present job?_____

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18. What is your current job title?_____

19. What is your average hourly wage?_____

20. How would you describe your job in terms of the skills you developed in your career program?

_____1. Directly related to skills developed in the community college career program
_____2. Somewhat related to skills developed in the community college career program
_____3. Not at all related to skills developed in the community college career program

21. Is your current job the first one you have had in this career field?

_____1. Yes
_____2. No

22. Were you employed in this job before enrolling in your community college career program?

_____1. Yes (If yes, skip to question 24)
_____2. No

23. Did any of the following help you to find your job? (Check all that apply)

_____1. Career program administrators and/or instructors
_____2. Instruction or workshops on resume writing, interviewing skills, etc.
_____3. Community college job placement assistance
_____4. Other job placement services
_____5. Family and/or friends
_____6. Got the job myself, no help
_____7. Other (Please specify)

24. How satisfied are you with your present job?

_____1. Very dissatisfied
_____2. Somewhat dissatisfied
_____3. Neutral
_____4. Somewhat satisfied
_____5. Very satisfied

25. Please rate each of the following characteristics of your current job by circling the number most closely reflecting your opinion.

	Poor	Fair	Average	Good	Excellent
A. Working conditions	1	2	3	4	5
B. Amount of responsibility	1	2	3	4	5
C. Advancement potential	1	2	3	4	5
D. Salary	1	2	3	4	5
E. Job in general	1	2	3	4	5

26. We would like to contact your employer to obtain some information required for the State Board of Education report on career program completers. Please indicate the name and address of your employer in the space provided.

Name of company_____

Address _____

_____(ZIP)_____

Person familiar with your work_____

_____

27. Are you currently enrolled in any classes or participating in any training?

_____1. Yes (Where?_____)
_____2. No

28. Do you plan to enroll in any classes or training within the next year?

_____1. Yes (Where?_____)
_____2. Unsure
_____3. No

29. Based on your own personal experiences, please indicate your level of satisfaction with each of the following aspects of the community college by circling the number most closely reflecting your opinion.

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
A. Academic advisement/counseling	1	2	3	4	5
B. Availability of scholarships and financial aid	1	2	3	4	5
C. Registration process	1	2	3	4	5
D. Convenience of class scheduling	1	2	3	4	5
E. Variety of courses	1	2	3	4	5
F. Helpfulness/individual attention of faculty	1	2	3	4	5
G. Content of courses	1	2	3	4	5
H. Quality of instruction	1	2	3	4	5
I. Usefulness or relevance of training to your current job	1	2	3	4	5
J. Career/transfer preparation	1	2	3	4	5
K. Job placement assistance	1	2	3	4	5
L. Facilities and equipment	1	2	3	4	5

30. What would you say were the primary strengths and/or weaknesses of the career program you completed? (Please attach additional pages if necessary)

31. If you could name one faculty or staff member who had the greatest impact on you at the community college, who would it be?

Why did you select this person?

32. What is your race/ethnic category?

_____1. American Indian/Alaskan
_____2. Hispanic
_____3. Asian/Pacific Islander
_____4. African American
_____5. White/other

33. What is your marital status?

_____1. Single/never married
_____2. Married now
_____3. Previously married (separated, divorced, or widowed)

34. What is your sex? _____1. Male
_____2. Female

35. What is your age?_____

Any comments or suggestions you would like to make about the community college or the career program you completed which would help us in meeting the needs of future students would be appreciated. Please attach additional pages if necessary. Thank you for your help.

November 17, 1997

Dear JCCC Career Program Completer:

As part of Johnson County Community College's continuing commitment to improving its programs and services, we are surveying former students who completed a career program at JCCC (or through Maple Woods or Penn Valley Community College) during summer of 1996, fall of 1996, or spring of 1997. This includes graduates, students earning certificates, and students who have completed sufficient coursework to acquire new skills or upgrade their current ones. We are required by federal and state law to conduct this follow-up study but, in addition, we are most interested in your evaluation of the education you received and how you are using the skills you developed in your career program.

Please take a few minutes to answer each of the questions on the enclosed survey as completely and accurately as possible, then return the completed survey to us in the postage-paid envelope provided by **December 5**. Naturally your responses will be kept strictly confidential and reported as group data only.

Thank you for your help in evaluating the career program in which you participated, and for any comments or suggestions you may have which will assist us in meeting the needs of future JCCC students.

Sincerely,

Dan Radakovich
Vice President for Academic Affairs

Enclosures

December 8, 1997

Dear Career Program Completer:

A few weeks ago we sent you a survey requesting information about your perceptions and opinions of the education you received at JCCC (or at Penn Valley or Maple Woods Community College if you participated in a co-op program) and how you are using the skills you developed in your career program. If you have already completed the survey, thank you very much. Your responses will help us in planning to meet the needs of future community college students like yourself.

In the event you have not as yet completed the survey and returned it to us, we are enclosing a second copy. Please take a few minutes to answer each of the questions as completely and accurately as possible. A postage-paid business reply envelope has been provided for your convenience in returning the completed survey to us by **December 26**. Naturally all responses will be kept strictly confidential and reported as group data only.

Thank you for your help in evaluating the career program in which you participated, and for any comments or suggestions you may have. Every good wish for a joyous holiday season and a most happy, healthy, and prosperous 1998!

Sincerely,

Dan Radakovich
Vice President for Academic Affairs

Enclosures

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APPENDIX D

EMPLOYER SURVEY

AND COVER LETTERS

JOHNSON COUNTY COMMUNITY COLLEGE
EMPLOYER EVALUATION OF
CAREER PROGRAM COMPLETERS

To: Re: Former JCCC Student

Dear Employer:

We are required by state law to conduct a follow-up study of all completers who initiated their career program at JCCC, and a part of this follow-up study involves collecting data from employers of these former students. Please ask a supervisor familiar with the work of the person referenced above to complete and return this survey in the business reply envelope provided. Naturally all responses will be kept strictly confidential and reported as group data only. Thank you for your help.

---

1. How would you rate this employee in each of the following areas? (Circle the response which most closely reflects your opinion)

	Very Good	Good	Neutral	Poor	Very Poor
A. Job-related conceptual knowledge	5	4	3	2	1
B. Job- related technical knowledge	5	4	3	2	1
C. Attitude toward work (professionalism)	5	4	3	2	1
D. Quality of work	5	4	3	2	1
E. Communications and interpersonal skills	5	4	3	2	1
F. OVERALL JOB PREPARATION	5	4	3	2	1

2. What is this employee's current hourly wage?_____

3. In what areas do you feel employees from this career program are best prepared?

4. In which areas do you feel additional preparation would be helpful?

5. Do you have any specific suggestions for improvements in the curriculum or instruction of the career program that trained your employee?

6. Do you anticipate hiring additional or replacement employees in areas related to this career program in the next 3 to 5 years?

_____1. No
_____2. Yes (If yes, please list the number and types of positions which may become available in this career field)

Job Type and Title	Annual Openings	Anticipated Salary
_____	_____	_____
_____	_____	_____

7. Company name _____

8. Your job title: _____

9. Total number of employees: _____

10. Total employees within this division/department: _____

Thank you for your cooperation. Please return the completed survey in the envelope provided. Questions or comments about this study may be directed to:

Karen A. Conklin, Ed.S.
Market & Survey Research Analyst
Office of Institutional Research
Johnson County Community College
12345 College Blvd.
Overland Park, KS 66210-1299
(913) 469-8500, ext. 3443

January 26, 1998

Dear Employer:

Each year we are required by state law to conduct follow-up studies to evaluate the effectiveness of the career programs at Johnson County Community College. In our opinion, one of the most important evaluations comes from the employers who hire these former students.

The individual whose name appears on the enclosed survey is a former student of a career program at JCCC (or Penn Valley or Maple Woods Community College through a co-op arrangement) who indicated he/she is now working for you. We would very much appreciate your taking a few minutes to give us your opinions, suggestions, and comments about the preparation this employee received based on your experience with him/her. Please return the completed survey to us in the enclosed postage-paid business reply envelope by **February 13**. Naturally all responses will be kept strictly confidential and reported as group data only.

If you have any questions or comments about this study, please give us a call at 469-8500, ext. 3443. Thank you for your cooperation.

Sincerely,

Jeffrey A. Seybert, Director
Research, Evaluation, and
Instructional Development

Enclosures

February 16, 1998

Dear Employer:

A couple of weeks ago we wrote asking you to evaluate a former student who is now working for you. Our records indicate we have not yet received your completed survey.

In addition to being most interested in your evaluation of the former student who is now your employee, we look forward to hearing your views of the community college career program your employee completed. Any suggestions you have to help us improve our programs and services to better meet the needs of future employers of community college career program completers are always most welcome.

If you have already mailed your completed survey, just ignore this reminder. However, in the event the form was misplaced, we are enclosing a second copy together with another preaddressed stamped envelope for your convenience in returning the completed survey to us. We would appreciate receiving it by **February 27** if at all possible to provide sufficient time to submit the required state report on career program completers. Thank you for your help.

Sincerely,

Jeffrey A. Seybert, Director
Research, Evaluation, and
Instructional Development

Enclosures

APPENDIX E

COMPARISON OF INITIAL MAIL AND

TELEPHONE RESPONSES

For some time researchers have debated the extent of differences in respondents who return mail surveys and those who do not. One hypothesis is that the more successful completers are those most likely to respond to mail surveys. To test this notion, the JCCC Office of Institutional Research analyzed responses to several key questions based on the method of response. The following table details comparisons of the respondents who initially returned mail surveys and nonrespondents who were interviewed by telephone because they had not returned a mail survey. As is typical, a greater percent of females and older completers responded to the initial mailings than males or younger completers.

Measurements of success for career program completers were determined to be 1) whether respondents were employed in a job related to their career preparation, 2) how much money they were making in their full-time related job, and 3) how satisfied they were with their full-time related job. Four of the seven years this analysis was conducted a greater percent of initial mail respondents were employed in a related job, and results were just the opposite for the other three years, so ***employment in a related job was essentially the same***. Although for the majority of the years this comparison has been conducted a somewhat higher average hourly wage has been reported by initial mail respondents employed full-time in a related job, when earnings were analyzed over the entire seven year period a difference of only 4 cents is evident. Thus, over time ***average earnings were essentially the same***. Six of the seven years a greater percent of telephone respondents were satisfied with their full-time related job than were initial mail survey respondents, and no difference was evident between initial mail and telephone respondents in the seventh year, so the ***nonrespondents who had to be telephoned were actually more satisfied with their full-time related job than were initial mail respondents***.

Therefore, assuming employment in a related job, earning a good wage, and being satisfied with that job represent success, it can be concluded (at least for JCCC completers) that the more successful are **not** more likely to respond to mail surveys after all.

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COMPARISON OF INITIAL MAIL VS. TELEPHONE RESPONSES OVER TIME

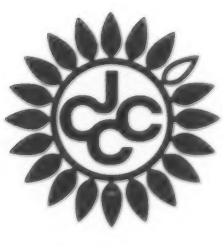
	Initial Mail Responses (N=199)	Telephone Responses (n=295)
Employed in Related Job		
1997 Percent in Related Job	88.0%	82.7%
1996	80.1	74.6
1995	78.9	83.2
1994	78.1	83.9
1993	85.2	80.8
1992	75.2	83.1
1991	78.2	73.0
Hourly Wage[1]		
1997 Average Hourly Wage	$13.13	$13.91
1996	13.72	13.38
1995	12.63	12.45
1994	12.55	11.95
1993	11.87	11.86
1992	11.42	11.50
1991	11.07	11.06
Job Satisfaction[2]		
1997 Percent Satisfied	75.3%	84.1%
1996	75.5	90.9
1995	59.0	76.5
1994	83.3	83.1
1993	79.5	91.1
1992	64.3	77.1
1991	75.3	93.6

Note. [1] Hourly wage is for respondents employed full-time in a related job. Results detail responses to this question only, excluding unknowns.

[2] Data were collected utilizing a 5-point scale ranging from very satisfied to very dissatisfied. Thus, the "satisfied" data include "very satisfied" and "somewhat satisfied" responses combined, and the "dissatisfied"data include "somewhat dissatisfied" and "very dissatisfied" responses combined.

COMPARISON OF INITIAL MAIL RESPONSES WITH TELEPHONE RESPONSES CLASS OF 1996-97

	Initial Mail Responses (N=199)	Telephone Responses (n=295)
Sex		
Male	32.7%	41.7%
Female	64.8	58.0
Unknown	2.5	0.3
Age		
Under 26 years	24.1%	29.5%
26 to 35	29.7	31.5
36 to 50	35.7	34.9
Over 50	7.0	3.1
Unknown	3.5	1.0
1997 Average Age (mean)	34.4 years	32.8
1996	34.3	32.1
1995	33.8	32.5
1994	33.3	31.3
1993	33.3	30.5
1992	33.1	30.5
Method of Completion		
Earned associate's degree	58.3%	48.5%
Earned certificate	36.2	41.0
Left with marketable skills	4.5	10.2
Unknown	1.0	0.3
Current Status		
Employed in a related job or military	83.9%	83.1%
Employed in unrelated job	8.6	10.8
Pursuing additional education, not employed	4.0	2.0
Unemployed, looking for work	1.5	2.7
Out of labor force	1.0	1.0
Unknown	1.0	0.4



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